

THE RELATIONSHIP BETWEEN LOCAL GOVERNMENT AND WELFARE ORGANIZATIONS IN EERSTERUST

by

ISABELL CLARAH SPRINGVELDT

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SUPERVISOR: DR H. LOUW

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Student number: 3451-6832-2

I declare that **The relationship between Local Government and Welfare Organizations in Eersterust** is my own work and that all the resources that I quoted have been indicated and acknowledged by means of complete references.

Signature:.....

(MRS I C SPRINGVELDT)

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ABSTRACT

The relationship between Local Government and welfare organizations in Eersterust

The researcher conducted a qualitative study to determine the relationship between Local Government and the welfare organizations in the Eersterust community. In the previous political dispensation Eersterust was a community that was disadvantaged in terms of services by Local Government. Although Local Government is now tasked with a social development responsibility, its role regarding welfare organizations still does not go beyond rendering basic services, such as making premises and recreational facilities available. The research findings indicated that there is no clarity on the relationship; welfare organizations are uncertain of what is expected of them by Local Government and what they can expect from Local Government.

The following are the key concepts of this study:

- Community based organization
- Community participation
- Municipality
- Non governmental organization
- Partnerships
- Social welfare
- Welfare organizations
- Voluntary sector

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CHAPTER 1

BACKGROUND AND PURPOSE OF RESEARCH

1.1 Introduction

One of the most significant effects of the apartheid policies of the previous regime in South Africa has been the overwhelming lack of public investment in Local Government infrastructure in the so called Black, Indian and "Coloured" townships. This resulted particularly in an unequal distribution of municipal infrastructure throughout the country and a wide discrepancy between "advantaged" and "disadvantaged" areas. This in turn affected the extent to which Local Government could play an enabling role towards voluntary welfare organizations in non white areas.

The Constitution of the Republic of South Africa, (Act No. 108 of 1996,) states the intention of establishing a community based on democratic values, social justice and fundamental human rights since the advent of democracy in 1994. A wide range of new policies have been adopted to reshape the social, economic and political landscape including change in Local Government. A social development approach has informed national policy to focus on transformation, redistribution, social cohesion, public participation, and human, social, economic and community development (Patel & Mupedziswa 2007:53).

Re-demarcation of local authorities has resulted in the amalgamation of most white townships with previously disadvantaged areas. Accordingly, it is now incumbent upon many local authorities to provide a wider range of services and infrastructure to an increased population over a much larger area than ever before. This means that Local Government has also embarked on a new role in enabling welfare organizations to perform their function to address local welfare needs which should also positively affect communities like Eersterust in Tshwane (Reddy, Sing, & Moodley 2003:199).

1.2 Problem statement and motivation for the study

This study will explore the relationship between the Local Government of Tshwane and the welfare organizations in Eersterust in the new political dispensation.

I am a resident of Eersterust, a township of so called “coloured” people and I have been involved in the welfare field since 1995. First, it was as social worker at an NGO, the Pretoria Child and Family Care Society. Currently I am employed by the City of Tshwane Municipality working in the housing rental section in the Eersterust community. In both situations of employment I have experienced that partnership, which includes communication between Local Government and welfare organizations in Eersterust, was lacking.

This is contrary to the Constitution of South Africa (Act 108 of 1996 Sec 152) according to which the object of Local Government is to encourage the involvement of communities and community organization in the matters of Local Government. Local Government is expected to render services in a partnership relationship with communities where resources should be more accessible and not denied as in the past.

In section 152 of the Constitution of South Africa (Act 108 of 1996) it is stated that Local Government must provide a democratic and accountable government for local communities. Local Government must ensure the provision of services to communities in a sustainable manner, and encourage the involvement of communities and community organizations in matters of Local Government.

From my experience it seems that in spite of the new policy there is still a lack of partnership between Local Government and welfare organizations in Eersterust and this will be explored in this study.

Chapter 4 of the Municipal Systems Act (Act 32 of 2000) states that Local Government is also expected to develop a culture of community participation and municipal governance that complements formal representation and should encourage and create conditions for local citizens to participate in the affairs of the municipality. This could be interpreted as including participation of some kind by community welfare organizations rendering services to the community.

Welfare policy, as stated in the White Paper for Social Welfare (Act 18166 of 1997) Sec 18, is that welfare services at local level should take place in a partnership between Local Government and local welfare i.e. Non Governmental Organizations (NGOs) and Community Based Organizations (CBOs). However, this does not seem to have been realized. Difficulties are being experienced by welfare organizations especially as regards how to gain access to services within Local Government. They are experiencing having to write unnecessarily long reports. There is a long waiting period for the reports to be approved. It seems as if NGOs and CBOs are not getting the support they expected of policy of the state. There seems to be a lack of clarity on the part of local welfare organizations in the community as to what the partnership relationship entails. Local Government does not seem to be fulfilling its proposed enabling role.

1.3 Research question

The question formulated to address the problem and guide the research is "What is the present relationship between Local Government and welfare organizations in Eersterust "

With regard to the relationship between both Local Government and welfare organizations in the Eersterust community the following questions can be asked to determine their relationship.

1.3.1 What welfare services exist in Eersterust?

1.3.2 What are the perceived roles of both Local Government and welfare organizations in the partnership to render services to the community?

1.3.3 What services can community organizations expect from Local Government to enable them to render services to the community?

1.3.4 What mechanisms do both Local Government and welfare organizations have in place to promote and maintain this partnership?

1.3.5 How does Local Government communicate its role to welfare organizations?

1.4 Intention and objectives of the study

The intention of this study is to determine the relationship between Local Government and local welfare organizations as partners in the Eersterust community as proposed by policy.

The above intention may be realized by the following objectives:

1.4.1 To explore the expectations and needs that welfare organizations have of Local Government.

1.4.2 To explore welfare organizations' perceptions of Local Government's role in enabling welfare organizations to render services in the community.

1.4.3 To explore the perceptions of the Health and Social Development Department of Local Government regarding its relationship with welfare organizations.

1.5 Research design

De Vos (in De Vos, Strydom, Fouche & Delport 1998:123) views a research design as a blueprint or detailed plan for how a research study is to be conducted. Huysamen in De Vos et. al. (1998:123-124) refines this definition by specifying that this plan, or blueprint, offers the framework according to which data are to be collected to investigate the research hypothesis or question in the most economical manner.

This is an exploratory qualitative study. According to Mouton and Marais as in De Vos et. al.

(1998:124) the goal of exploratory studies is to explore a relatively unknown research area. One of the aims in such studies may be to gain new insights. In this study the aim is to explore the partnership

between the Local Government of Tshwane and welfare organizations in Eersterust, which currently is not clear and to gain new understanding of the situation.

This research on the expectations between the Local Government and welfare organizations is qualitative. In this study qualitative research is interpreted as a multi-perspective approach (utilizing different qualitative techniques and data collection methods) to explore social interaction. It is aimed at describing, making sense of, interpreting or reconstructing this interaction between Local Government and welfare organizations in terms of the meaning attached to it by Local Government and welfare organizations (De Vos et. al.1998:240).

1.6 Research method

1.6.1 Introduction

McBruney and Williams in de Vos, Strydom, Fouche and Delport (2002:255) mentions that the description of the research method should include the context in which the collection of data takes place, the purpose of data collection, the participants, the sampling plan, the data collection procedures, the apparatus and measuring instruments and the steps according to which data were gathered.

With the assistance of the subject librarian at Unisa with the literature search nothing was found on the relationship between Local Government and welfare organizations in the Eersterust community. I could also not find a community profile of Eersterust or an updated list with the names of NGOs and CBOs in the community.

Chapter two contains a review of related literature on the relationship between Local Government and welfare organizations.

1.6.2 Determining the population and sampling

Arkava and Lane in De Vos et. al. (1998:191) defines a sample as the element of the population considered for actual inclusion in the study. Alternatively it can be viewed as a subset of measurements drawn from a population in which we are interested.

The population in this study is all the welfare organizations in the Eersterust community. As a resident of Eersterust the researcher identified and made an inventory of all organizations rendering welfare services. The researcher used a snowball approach starting with those that were known to her and getting information on additional organizations from them. This continued until no new organizations were identified. These organizations were then categorized according to the types of services rendered. In cases where there were more than ten organizations in a category e.g. churches and preschools four organizations were included on the grounds of their availability. In cases where there were less than four organizations in a category the researcher included all the organizations in the sample (De Vos et. al. 1998:191-198).

The respondents in this research were therefore a sample of nineteen managers or their representatives. In the case of welfare organizations that are managed outside Eersterust, available managers, social workers and auxiliary social workers were interviewed. An official of Local Government who is involved in service delivery in Eersterust was also interviewed.

1.6.3 Data collection

Data was collected by means of interviews using an interview schedule.

1.6.3.1 Interviews

In 1956 Benny and Hughes (in De Vos et. al. 1998:297) identified interviewing as the most common method of data collection used by researchers to inform them about social life. Interviewing could thus

be regarded as the universal mode of systematic enquiry. The interview schedule is a guideline for the interviewer and contains questions and themes that are important in this research (De Vos et. al. 1998:299) (See Appendix). The interviews focus on the expectations and frustrations of welfare organizations in the Eersterust community as well as experiences and expectations of the partnership relationship with Local Government.

The main advantage of unstructured interviews with a schedule is that they provide a relatively systematic collection of data and at the same time ensure that important data are not forgotten (De Vos et. al. 1998: 300).

Face to face interviews using a schedule were conducted with the nineteen respondents from the welfare organizations and an official from Local Government of the City of Tshwane Municipality.

An appreciative approach as employed in Appreciative Inquiry was used as a tool to gain more information specific to the topic. Appreciative Inquiry seeks out the best of “what is” to help ignite the collective imagination of “what might be” .The aim is to generate new knowledge that expands the realm of the possible and helps members of an organization envision a collectively desired future and to carry forth that vision in ways that successfully translate images of possibility into reality and belief into practice. By using the Appreciative Inquiry approach negative feelings can be reduced which could jeopardize the process of gathering information. The researcher was able to gain the trust of the respondents and show appreciation to them by using Appreciative Inquiry as an interviewing tool (Michael 2005:223).

A tape recorder was used to keep a detailed record of information on the research topic. Permission was asked to do so at the beginning of the interview. The researcher reassured the respondents that the information gathered would be used for the purpose of the research.

1.6.4 Data analysis

Having collected the data from the NGO's, CBO's and the official from Local Government, the researcher was guided by the three steps as described by Vithal and Jansen (1997:27), namely:

1.6.4.1 Scanning and cleaning the data: This requires the researcher to prepare the raw data for analysis by e.g. listening to the tape recorder and making notes from the information gained.

1.6.4.2 Organizing the data: This allows the researcher to make sense of the information by arranging it in a manageable form. This may require the researcher to e.g. write the organizations' information on a grid and identify themes from repetitions that emerge on the grid.

1.6.4.3 Re-presenting the data in different ways often provides meaningful summaries of large amounts of data e.g. as themes.

1.7 Ethical considerations

During the study the researcher was guided by the ethics of research. Ethics in research essentially revolves around confidentiality, the right to privacy informed consent and the rights of the clients.

(Duncan, Naidoo & Roos 2007:62) De Vos et. al. (1998:25) elaborates on the following ethical issues in research that need to be considered:

1.7.1 Harm to experimental subjects and /or respondents

According to De Vos et. al. (1998:25) "subjects can be harmed in a physical and/or emotional manner".

In this research there was little possibility of physical harm as the interviews with the respondents took place at the offices of the respondents in Eersterust. The questions in the interview schedule were also been formulated in an appreciative way to prevent emotional harm being done during the interviews.

1.7.2 Informed consent

The researcher gained verbal consent from the respondents after explaining to them about the investigation. De Vos et. al. (1998:26) cites that “emphasis must be placed on accurate and complete information so that subjects will fully comprehend the investigation and consequently be able to make a voluntary, thoroughly reasoned decision about their possible participation”.

1.7.3 Deception of respondents

According to Corey et. al. as quoted by De Vos et. al. (1998:27) deception “is withholding information, or offering incorrect information in order to ensure participation of subjects when they would otherwise possibly have refused it”. The researcher gave the respondents an interview schedule before the interviews, so that they were aware of the contents of the schedule.

1.7.4 Violation of privacy

Singleton as quoted by De Vos et. al. (1998:27) explains that “the right to privacy is the individual’s right to decide when, where, to whom, and to what extent his or her attitudes, beliefs, and behaviour will be revealed.” In this study the information gathered in the interviews and recorded was be confidential and used for research purposes only. In the identification and descriptions of themes in the relationship of themes no reference was be made to the respondents.

1.7.5 Actions and competence of researchers

According to De Vos et. al. (1998:30) researchers are ethically obliged to ensure that they are competent and adequately skilled to undertake the proposed investigation. The researcher did a literature study to equip herself with the necessary information for the investigation and conducted the research under supervision.

1.7.6 Release or publication of the findings

Strydom in De Vos et. al. (1998:32) states that “the findings must be introduced to the reading public in written form, otherwise even a highly scientific investigation will mean very little and not be viewed as research”. A research report was compiled and the data obtained from the respondents reflected as objectively and accurately as possible. A copy of the findings will be given to the Local Government respondent.

1.8 Contribution of the study

A possible contribution of the study is that by exploring the expectations and the perceptions of welfare organizations on cooperation with Local Government, information on this matter could be made available to the Health and Social Development Department of Local Government that could contribute to improving the partnership between Local Government and welfare organizations in Eersterust. The outcome of my study may provide information that could enable Local Government to fulfil its proposed enabling role more effectively. Welfare organizations may also be assisted with knowledge of how to gain access to the various departments within Local Government.

1.9 List of terms

Community based organization (CBO): CBOs are a wide range of community organizations that are distinctive in that they usually have a clear membership base; an elected leadership; and define their role in relation to a specific geographical area within which their members reside (Davids, Francois & Maphunye 2005:67).

Community participation: According to Levi and Litwin in De Vos et. al. (1998:407) community participation can be defined as the creation of a democratic system and procedure to enable community members to become actively involved and to take responsibility for their own development, to share equally in the fruits of community development and to improve their decision-making power.

Community participation provides a sense of belonging or identity, a commitment to common norms, a willingness to take responsibility for oneself and others, and a readiness to share and interact. It manifest in partnerships.

Local Government is synonymous with municipality: In terms of Section 155(1) b of the Constitution (Act 108 of 1996) local Municipalities were merged into larger municipalities. Thus Pretoria, Eersterust, Mamelodi and Atteridgeville (local municipalities) became part of the larger metropolitan area of Tshwane. According to the Municipal Systems Act, 32 of 2000. a local municipality is a category B municipality defined as one that shares municipal executive and legislative authority in its area with a category C municipality within whose area it falls. A Category C municipality (Metropolitan Municipality) is one that has executive and legislative authority in an area that includes more than one municipality (Constitution of the Republic of South Africa Act, 108 /1996: Sec 155).

Non governmental organization: NGOs are private self governing, non-profit organizations (Davids et. al. 2005:67).

Partnerships: A Municipal partnership can be defined as a “contractual arrangement with another body or organization for the delivery or performance of any municipal service” (Reddy et. al. 2003:204).

Social welfare: refers to an integrated and comprehensive system of social services, facilities, programmes and social security to promote social development, social justice and the social functioning of people (White Paper For Social Welfare Act 18166/ 1997: Section 1).

Welfare organizations: According to the South African Revenue Services, welfare organizations are “associations not for gain” as defined in section 1 of the VAT Act, 1991 and essentially religious institutions or other societies, associations or organizations (including educational institutions of a public

character) whose activities are not for profit and who are required to use any property or income solely in the furtherance of their aims and objectives (Association not for gain: 2008).

Voluntary sector: The voluntary sector of a nation's economy consists of those entities which are not for profit and yet, at the same time, are not agencies of the state- e.g. charities, volunteer community centres and religious organizations. In some countries they may be subject to state scrutiny if they wish to qualify for charitable status (Voluntary sector: 2007).

1.10 OUTLINE OF CHAPTERS

Chapter 1 outlines the background and purpose of the research, the involvement of the researcher in The community, and the intention of the study. The process and methodology used to gather the information and data are indicated. It also briefly covers the possible contributions of the study.

Chapter 2 contains the literature study on the relationship between Local Government and welfare organizations in addressing welfare needs of the Eersterust community. The sub- headings of this chapter that will be discussed are as follows. Local Government and social welfare, existing communication structures, forums- another structure to encourage communication; decentralization of welfare services in South Africa; Local Government services; poverty alleviation; the voluntary sector and social welfare; the relationship between Local Government and welfare organizations; partnerships between Local Government and welfare organizations; conclusion.

Chapter 3 puts forward the findings of the research.

Chapter 4 presents a conclusion and recommendations

CHAPTER 2

THE RELATIONSHIP OF LOCAL GOVERNMENT AND SOCIAL WELFARE ORGANIZATIONS IN ADDRESSING THE WELFARE NEEDS OF A COMMUNITY

2.1 Introduction

All societies have established patterns or welfare systems to protect people who become vulnerable. Friedlander in McKendrick (1990:5) defines a social welfare system as “an organized system of social services and institutions, which is designed to aid individuals and groups to attain certain satisfying standards of life and health; to have personal and social relationships which permit them to develop their full capacities; and to promote their well-being in harmony with the needs of their families and the community”. Social Welfare Systems address some or other form of poverty, defined as deprivation of human needs that are not met.

2.2 Local Government and Social Welfare

In this chapter the relationship of Local Government and social welfare organizations will be discussed. In South Africa the government and private welfare sector are the providers of different aspects of welfare services. In the past welfare services were delivered at national, provincial and local levels. All tiers of government were involved in welfare service delivery.

The role of municipalities has grown while that of the provinces has become regulatory and mainly focused on the distribution of resources (Vennekens & Govender 2005:3). South Africa's welfare system until 1987 is described in detail by McKendrick (1990:3-43). The main features of the South African Welfare system prior to 1994 were racial division and inequality in access to services. Welfare Services were skewed in favour of the white population who had greater access to government assistance than other racial groups. According to the Constitution of the Republic of South Africa

(Act 108, 1996) the powers and functions at the national and provincial levels of Government are concurrent. The national department is responsible for national norms and standards for the rendering of services and for ensuring that uniformity in the application of particular functions are maintained. Provincial departments are responsible, concurrently with the national department, for the planning, development and rendering of services.

However, the Constitution also outlines the responsibility of Local Government as follows: Section 153.(b): "to ensure the provision of services to communities and community organizations in the matters of Local Government". The Constitution includes the following developmental duties of municipalities "(a) "structure and manage its administration and budgeting and planning processes to give priority to the basic needs of the community, and to promote the social and economic development of the community" (The South African Constitution Act no 108, 1996).

Local Government has a function to promote social and economic development which is different from that of apartheid era. An additional function is to address poverty. This is confirmed in the White Paper for Social Welfare (1997:29) which also states that the Government is committed to the devolution of appropriate welfare functions to Local Government level in order to promote increased access to services, improved co-ordination of services, local empowerment and greater responsiveness to meeting needs.

2.2.1 Existing communication structures

The primary function of a ward committee is to be a formal communication channel between the community and the council. In terms of the Structures Act (117 of 1998) a ward committee may make recommendations on any matter affecting the ward to the ward councillor or through that councillor to the council (s). A ward committee is also the proper channel through which communities can lodge complaints. It should also be a forum for communication between the ward councillor and the ward

community about municipal issues and development and service options. The ward councillor is the mouthpiece of the community to the municipality (Steytler & Metler 2001).

2.2.2 Forums: structures to encourage communication

An example is the forum established by the Health and Social Development Department of the Tshwane Municipality. This forum has an advisory and advocacy role to civil society at large and to Local Government and its responsibilities are as follows:

- the co-ordination of Health and Developmental Social Welfare related projects and programmes within the boundary of the City of Tshwane Metropolitan Municipality (CTMM).
- strengthening Health and Developmental Social Welfare services by building partnerships and networks in the CTMM.
- while not having decision making powers, making recommendations to Council and representative bodies.

The forum has two goals which are to improve the health and well-being of the citizens and to coordinate and combine efforts in addressing Health and Developmental Social Welfare needs of the community.

Furthermore their objectives are to:

- Build partnerships and networks between Civil Society and Local Government.
- Develop a communication strategy where information on services and resources can be shared.
- Develop an effective referral system by establishing a database of all the organizations in the CTMM.
- Consult NGOs, CBOs and individuals in the pursuit of the goals of the forum (Tshwane Health and Developmental Social Welfare Forum: 1997).

2.3 Decentralization of Welfare services in South Africa

McKendrick (1990:37) defines decentralization as weighing up the advantages and disadvantages of a national approach to the delivery of services, compared with an approach where policies and services are developed at local level with local citizen participation. There is a national uniformity meaning that services are the same everywhere. The local approach has the advantage of local participation and responsiveness, However McKendrick argues the drawback of this approach is that the rich areas will be provided good services while poor areas will be neglected and services will be less adequate. Which is why the Metropoles were formed so that rich and poor municipalities would fall under one umbrella and services equalized.

This policy of the decentralization of welfare services to Local Government includes the promotion of the following: increased access to services; greater responsiveness to needs at the local level; coordinated efforts; intersectoral collaboration and the empowerment of local communities who can be actively involved in addressing their own needs (White Paper for Social Welfare Act 18166/1997).

The White Paper for Social Welfare, (Act 18166/1997) states that the National Department of Social Welfare will develop a strategy for the delivery of services at Local Government level in consultation with its stakeholders. Such a strategy will make recommendations on which functions could be most effectively devolved to Local Government level. Local authorities will be encouraged to make provision transport, recreation facilities, economic development projects and job creation programmes. Liaison will also take place with local authorities delivering comprehensive primary health care. This has meant that Local Governments and CBOs have to take on a new and different perspective towards planned, coordinated, developmental initiatives. The current worldwide trend of decentralization (i.e. devolution of responsibilities and resources from central to Local Government) emphasis the importance of developing a policy framework, for urban poverty alleviation at municipal level, as such decentralization increasingly incorporates a shift in responsibility for social policy towards the Local Government level.

Building local democracy is a central role of Local Government, and also one of Local Government's strengths as described in the Integrated Development Plan (IDP). The IDP is the way in which Local Government learns about the community needs (Developmental Local Government: 2007).

2.4 Local Government services

2.4.1 Basic services

Local Government has been vested with power to perform duties intended to transform the lives of the indigent, by bringing them basic services (Land and Local Government: 2008). Basic municipal services include water supply, sewerage, drainage, flood protection, solid waste collection and disposal, local roads, public transport, street lighting, traffic management and housing. Through the provision of infrastructure an enabling regulatory framework and other enabling actions, the municipality can enhance informal sector productivity (Wegelin & Borgman 1995: 134-146).

2.4.2 Housing

Shelter is an important element in the living conditions of the urban poor. It affects material and psychological well-being, health, children's school performance and productivity at work. Housing is an important element in the survival strategy of the poor. It provides them with socio-economic stability. Housing provides a basis for access to the urban economy and for the poor, in particular, building Projects are also a key source of employment (Wegelin & Borgman 1995: 134-146).

Lee-Smith and Stren in Rakodi (2002:205-219) states that Government is the principle source of organization for the collective actions needed to exploit the benefits and reduce the costs of spatial concentration. One of the most contested resources of Local Government is land, and the implications of its use, management and development is a big issue for Local Government, presenting both problems and potential (Kunene S: 2008).

In Tshwane in 2006 the rate of growth of the need for housing is greater than the rate of housing delivery. The municipality has a current housing backlog of ten years and to eliminate this a total of 26 126 houses per annum have to be delivered (Tshwane IDP, 2006-2011). It seems as if the municipality fails to distribute to the poor their fair share of public assets, particularly when it comes to housing and land acquisition (Rakodi 2002:205-219). Historically this has contributed to the poor social welfare situation in Eersterust and its consequential social problems (see profile of Eersterust in Chapter 3).

2.4.3 Poverty alleviation

Since 1994 urban poverty reduction has been a key national objective, and has also become a responsibility of Local Government. However, South African cities are more unequal today than they were in 1994, in terms of income (Parnell 2004:1-2).

Wegelin et. al. (1995:134-146) agree that priority should be placed on satisfying the basic needs of people for food, water and shelter rather than focusing exclusively on economic growth indicators. They claim that the Municipal government can play an important role because of its responsibility for the provision and coordination of municipal services.

Local Government must maximize social development and economic growth, they must be serious in providing services to the poor in the community in a cost effective and affordable manner. Social development can be promoted through arts and culture, the provision of recreational and community facilities and the delivery of social welfare services (Developmental Local Government: 2007).

The Urban Management Programme of Local Government has identified the following broad urban poverty alleviation intervention areas at municipal level:

- regulatory framework.
- access to municipal services.
- employment creation.

- protection from crime and natural disasters.
- coordination and integration (Wegelin & Borgman 1995:132).

If poverty 'implies deprivation of human needs that are not met' United Nations Centre for Human Settlements, (UNCHS) 1996:108, then the performance of public agencies can be measured by the extent of deprivation with regard to housing with basic facilities or health care. Moreover, it is suggested that without adequate public agencies, a population cannot rise above poverty.

Parnell (2004:4) argues that persistent poverty, inequality and underdevelopment in the post apartheid city are the outcome of misplaced understanding of the dynamics of human settlement within the overall developmental agenda of the post apartheid government, especially the Local Government. Parnell highlights three aspects of policy that merit much closer attention if government is to meaningfully facilitate the developmental vision of post apartheid democracy:

First, the general reluctance of government and policy makers to acknowledge urban rather than rural poverty and thus face the realities of the urbanization of poverty and the demands on urban Local Government.

Second, the oversimplified presumption that racial inequality is the exclusive or even key driver of social polarization in cities has masked other critical lines of social and economic cleavage and will hinder implementation of any serious urban development programme.

Third, the tardiness in building an appropriate institutional foundation from which to run a developmental local state that is capable of responding to current and future urban development imperatives means that a large section of the urban population experience institutional poverty.

It is these institutional barriers to development that fall squarely in the domain of government and could provide the levers for unlocking underdevelopment in the post apartheid city (Parnell 2004:4).

When governments are weak, their regulations and licensing can obstruct efforts to increase wealth and their support or interference can be biased to favour those who are not poor.

According to Lee –Smith and Stren (in Rakodi (2002:205-219) cities and towns have key roles to play in developing the wealth of their rural surroundings. Urbanization in Sub –Saharan Africa has led to specialization in food production with a high added value, for example through market gardening, increasing the productivity of the rural sector. Urban areas accommodate the populations which cannot find employment in efficient rural production.

The range of options for poverty alleviation at municipal level is predicated on the following:

- That government increasingly recognizes the role and importance of municipalities as the providers of basic urban services.
- That municipalities increasingly assume legally enshrined policy-making and implementation powers to facilitate effective decision making.
- That municipal institutional capacity to manage, existing resources and to mobilize additional resources is gradually increased.
- That it is increasingly recognized that civil society initiatives at local level (by NGOs and CBOs) require Local Government support in order to have maximum impact.

We see from the above that municipalities are strategically placed to undertake local long term planning in the area of urban poverty (Wegelin & Borgman 2005:133).

Recently, while on a visit to Norway the Minister of Social Development stated that “we are keen to study how other countries run their programmes at Local Government level to inform our debates in this regard” He stated further that “ our strengthening and rebuilding of Local Government should ultimately enable us to transfer most of our own social welfare programmes to municipalities, of which they are the most relevant sphere of government, and very close to the people” (BuaNews online: 2007).

2.5 The Voluntary Sector and Social Welfare

With the Government not being able to accept the full responsibility of rendering services to local communities, it is logical to accept that other organizations and institutions such as NGOs , CBOs and Faith based organizations will fill the gap of providing services to the local communities. Traditionally in South Africa these organizations were viewed as most important for the role they played in the provision of services (McKendrick 1990:23). As has been stated welfare services are also rendered by the voluntary sector. The voluntary sector is made up of welfare organizations, CBOs, NGOs, church organizations and faith based organizations. Non governmental organizations are major contributors in some countries with development processes. Most countries realize the responsibility of Government in the provision of social welfare services to the local citizens i.e. basic health care, shelter, clothing, food, education and work opportunities. However without exception governments encourage an element of voluntarism in the provision of welfare (Mckendrick 1990:38).

A number of factors influence the developmental impact of NGOs many of which are determined by the relationship between the NGO sector and Local Government. The strength of the voluntary sector differs amongst countries. A strong voluntary sector does not guarantee a high degree of interaction among the various organizations (Clark 2006:1-16).

2.5.1 The role of welfare organizations in South Africa

According to Engelbrecht (1997:48) the rendering of welfare services started in 1864 and 1899 when the Dutch Reformed Church established welfare institutions in the Cape colony. After the Anglo- Boer war the African Womens Association as established and rendered welfare services to poor whites.

According to McKendrick (1990:9-10) the century progressed a pattern of social welfare provision emerged in the promulgation of related legislation. The emphasis was on three areas of care i.e. caring for children, care of the physically disabled and the relief of poverty. The emphasis remained on the white population. While African, so- called Coloureds and Indian people's problems remained relatively neglected, public concern about white poverty grew even further with the depression of the late 1920s.

In 1929 the government set up the Carnegie Commission into the poor white problem. The recommendations of this Commission resulted, among other things, in the establishment of the first state welfare department in 1937 in the hope of developing a more unified and integrated approach to this particular populations welfare needs (Sewpaul & Hölscher:2004:66).

McKendrick (1990:12) states that it is in the period 1937 to 1950 that the effect of the South African historical experience on the development of a social welfare philosophy and system can be seen most clearly. It was in this period that the long-ingrained racial attitudes of white persons were reflected in discriminatory state –sponsored social welfare and social assistance programmes; that the tradition of personal independence and self sufficiency first established by frontier farmers and trekkers contributed to South Africa's rejection of a national, comprehensive social security scheme; and that a political party came to power on the slogan of "Apartheid", or separate development of race groups.

The uprisings in Soweto and elsewhere in 1976 intensified opposition to apartheid and gave rise to organizations in communities in the social, cultural and spiritual spheres. Mass antiapartheid activities were conducted in the 1980s. Grassroots social development initiatives began emerging in protest

against the formal welfare system, and aimed for more equitable, democratic and appropriate alternatives (Patel 1992:1).

Patel in Sewpaul & Hölscher (2004:68) concludes her political analysis of the South African welfare system until the 1980's with comparison of the formal and informal/alternative welfare sectors. The formal welfare sector emerges as undemocratic, authoritarian, aimed at social control, unaccountable, entrenching white dominance, and ineffective and oblivious to the needs of the disadvantaged majorities. The informal sector is represented as democratic, participatory, empowering, effective, redistributive and responsive to the needs of the disadvantaged majorities. As stated by the Minister of Social Welfare the delivery of welfare services remains a complex process. The Minister added that the notion of what constitutes developmental social services has been a matter of debate, misunderstanding and interpretation over the past decade. Since 1994 discussions were held at various levels to ensure that the disadvantaged societies would benefit from services. There has been a shift in approach e.g. from a welfarist to a social development perspective. This means that the people are the masters of their own destiny, and moves to development and empowerment. This Service Delivery Model depicts relentless efforts to improve service delivery to the poorest of the poor. The desired outcome of the Service Delivery Model is the implementation of a comprehensive, efficient, effective and quality service delivery system which will contribute to a self-reliant society, and which is based on the Batho Pele principles, the White Paper for Social Welfare (1997) and the constitutional, legal and international obligations that inform the mandate of the Department in the provision of services (Skweyiya 2008).

Batho Pele Principles

1. Consultation 2. Setting service standards 3. Increasing access 4. Ensuring courtesy
5. Providing information 6. Openness and transparency 7. Redress 8. Value for money

2.6 The relationship between Local Government and welfare organization

2.6.1 Introduction

According to Thomas in Swanepoel and De Beer (1998:76) NGOs are likely to relate to the state in one of three ways i.e.

- Complementing the state: This entails an NGO participating with the state in providing services which the state would otherwise not be able to provide. The NGO therefore becomes an instrument of Government policy implementation.
- Opposing the state: An NGO can oppose the state directly or through various pressure groups in an effort to engage government with regard to policies which the NGO and the community might feel adversely affect them.
- Reforming the state: NGOs can represent interest groups that are working at grassroots level and negotiate with government to improve government policies.

Tandon in Clark (2006:1-16) has explained how Local Governments can construct a policy environment to strengthen the NGO sector. The author states that the initial relationship between the two sectors can take one of three forums.

- The first is where NGOs are in a dependent client position vis- a- vis the Local Government. They implement programs prepared by Local Government and/or receive funding through Local Government (a dependency of money, ideas and resources).
- The second is adversarial in that there are no common starting points and no wish on either side to search out areas of agreement.
- The third and most constructive relationship emerging in certain liberal democracies is a collaborationist one; a genuine partnership to tackle mutually agreed problems, coupled with energetic but constructive debate on areas of disagreement.

For individual NGOs the most favourable policy setting is where legal restrictions are minimized, when they have complete freedom to receive funds from whomsoever they choose, to speak out as they wish and to associate freely with whomever they select. In such a setting, the NGO sector is likely to grow most rapidly (in particular, the number of NGOs is likely to rise rapidly), but “bigger” does not necessarily mean “better”. Growth of the sector can be a mixed blessing.

According to Clark a conducive policy environment can help make the whole greater than the sum of its parts, through judicious use of policy instruments. Best practice lessons appear to indicate the following ingredients of an enabling policy environment:

2.7 Partnerships between Local Government and welfare organizations

From the abovementioned discussion it seems as if the most important change in relationship between Local Government and welfare organizations in the rendering of Social Welfare services could be partnerships. According to the United Nations Development Programme (UNDP) as quoted by Davids et. al. (1998:64) partnerships are regarded as one of the core characteristics of good governance. Rondinelli in De Beer and Swanepoel (1998:7) explains that partnership action is a characteristic of adaptive administration aims to reduce the dependence of communities, sets democratic processes in action and enhances human potential. The partnership which also applies to social welfare can be described as follows:

- Decisions on strategies and the availability and allocation of resources are taken at central level, while decisions on implementation are taken locally in consultation with the communities concerned.
- Officials of Local Government treat the population as partners in the definition and solution of problems.

Partnerships seem to refer to a value as well as a strategy. Sewpaul and Hölscher (2004:45) refer to partnerships as a value that encourages a devolvement of decision-making and innovation that includes the organization's customers. According to Sewpaul and Hölscher (2004:79) partnership regarding the financing policy refers to a "mutual commitment reciprocal of Welfare to relationships to advance a common vision". They are however "One great source of contention".

In England and in South Africa the government's modernization programme has also focused on local authorities being required to develop comprehensive strategies in partnership with local people as well as with the private voluntary and other statutory sectors. Working in a partnership relationship requires a renewal strategy that calls for community involvement (participation) and the setting up of small-scale community action plans in terms of the act of local welfare organizations (Henderson and Thomas 2001:209) According to (Davids et. al. 2005:113) governments learn new ways of governing with the public as partners.

The White Paper for Social Welfare (Act 18166/1997) states that meeting the social and economic development needs of all South Africans is a national collective responsibility of the Government in partnership with civil society, trade unions, the private business sector, corporate social investment and private social service practitioners. In this partnership the where necessary the Government also provides appropriate regulatory frameworks to facilitate the partnership. With regard to outsourcing services to its partners which involve financial arrangements, equality of partnership is not feasible. Such relations are governed by contractual agreements between the parties.

In the White Paper for Local Government (March 1998) the advantages of partnerships with community based organizations (CBOs) and non governmental organizations (NGOs) in term of gaining access to external expertise and experience is stated. Partnerships can also stimulate local economic development as CBOs and NGOs often have particular skills related to facilitating development

initiatives, developing SMMEs and capacity- building. Another advantage of this partnership is that CBOs and NGOs often have close linkages with community groups and can act as effective intermediaries in development initiatives. According to the White Paper on Municipal Services Partnerships (Act 21126/2000: Sec 1) partnership arrangements with CBOs and NGOs can promote economic development in communities, strengthen democracy and empower civil society at the local level. (South Africa is one country with a positive experience). Direct community involvement can be positive and beneficial in the creation of accessible and sustainable services, especially in rural areas and low income communities.

Local Government must work together with local citizens and partners, municipalities should develop strategies and mechanisms to involve their partners in processes such as budgeting and planning (Developmental Local Government: 2007).

2.8 Conclusion

The involvement of Local Government in becoming a partner in the provision and delivery of welfare services is seen as complementing the services provided by the provincial government, the private welfare sector and the NGO and CBO sectors. To have Local Government involved in the delivery of welfare services has the advantage of co-ordinating welfare services with housing, health, the development of physical infrastructure and land use planning e.g. recreational facilities. Through the role of co-coordinator Local Government is in the position of limiting chances of duplication and fragmentation of services. It is important for Local Government to work in a partnership relationship with the local community to enhance efficient and essential service delivery in the community.

CHAPTER 3

RESEARCH FINDINGS

3.1 Introduction

As indicated in chapter one the objectives of the research were to explore the relationship between Local Government and welfare organizations. This includes the expectations that welfare organizations have of Local Government, Local Government's role in enabling welfare organizations to render services in the Eersterust community and the needs of welfare organizations in relation to Local Government. In this chapter an overview is presented on the research process and methodology utilized for the study. This is be followed by a presentation and discussion of the empirical findings of the research. The method of gathering data to achieve the objectives of the study, as well as the research design and procedures used in the empirical study, are discussed. A profile of the community, together with a description of the welfare organizations in Eersterust, will be included in this chapter.

3.2 Research process

3.2.1 Data collection

The research consisted of three components that partly overlapped. First a community profile of Eersterust was compiled from existing literature, informal conversations and observations. Then the existing organizations rendering welfare services were identified. After the welfare organizations were identified interviews with the managers or their representatives took place.

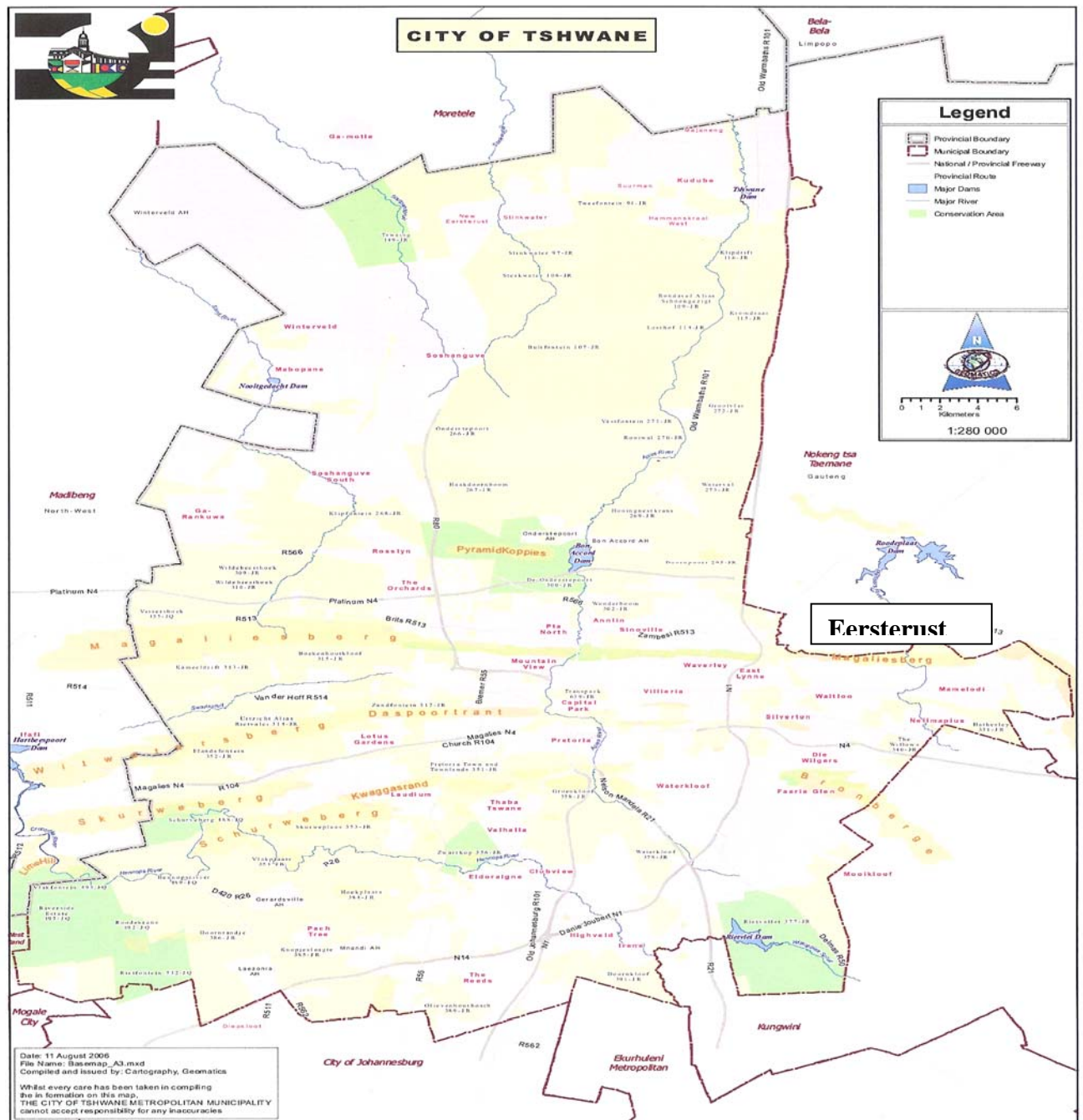
3.2.2 Data analysis

After interviewing the respondents the researcher listened to the tapes that were recorded and transcribed all the information. A brief profile of each organization was compiled and the rest of the information organized on a grid so as to identify themes.

3.3 A profile of Eersterust as context for the study

Eersterust is part of a ward (43) of the Tshwane municipality and is situated on the Eastern side of Tshwane (see figure 1: Map of Tshwane).

Figure 1. Map of Tshwane indicating Eersterust



City of Tshwane Map

3.3.1 People

The largest percentage of people in Eersterust are so called “Coloureds” originating from Cape Coloureds, with a small percentage being of Griqua and or Malay origin (Penzhorn 2006:98). Originally Malays settled in Marabastad where they could purchase plots and houses. They were forcibly removed from Marabastad, Newlands, Lady Selborne, Highlands and Claremont in 1969 and resettled in Eersterust (The arrivals of the Cape Malays at the Cape and Gauteng-Melayu Online 2007:10).

3.3.1.1 The social and cultural life of the “Coloureds”

What has been written about Coloureds in general also applies to the people of Eersterust. According to Van der Ross in Penzhorn (2006: 93) culture means one's life style, as determined by language, religion, systems of value, moral or ethical codes, dress, legal system, housing, occupation, and so forth.

All over the world mixed race people confront social and political circumstances unparalleled in any section of the community. In South Africa, as a result of their close integration into the economic, religious and political structure of the dominant white pattern of life, Coloureds gradually assumed the social and cultural characteristics of the dominant white western culture. Remains of Khoi and Black heritage are extremely rarely found. Coloured groups that originated before the 19th century patterned their social and cultural setup on the model of the white society of Dutch background. Later under British rule, the original Dutch pattern became more English. Coloureds in Natal followed the cultural traits of the British whereas in Afrikaans environments they tended to follow Afrikaans customs.

Van der Ross in Penzhorn (2006:93) states that people prefer to associate with family and those they know. However, as they develop on the economic, educational, intellectual and cultural level, those they know also include those with whom they can communicate on an equal footing.

In spite of artificial attempts by the government to separate population groups and, at the same time, to mix different social classes by means of the Group Areas Act, Coloured people sought out and supported opportunities to liaise with like-minded people of all population groups (Penzhorn 2006:94).

Religion and affiliation to groups and churches is an important aspect of community life in Eersterust. The Dutch Reformed Church has a long historic connection with the Coloured community and the connection reflects the historic racial division in the country which led to the establishment of the separate Sendingkerk. In recent years the Dutch Reformed Church has reflected on the basic and scriptural ground previously given for the apartheid policy and the conviction has steadily grown that such a directive could not be derived from the Bible. Meanwhile during the years of Apartheid rule the Sendingkerk clearly made themselves heard on these hurtful issues, with the culmination of its position being reached in 1982, when it accused the Dutch Reformed Church of heresy. The resulting confession of Belhar was eventually accepted as the article of faith for the Sendingkerk (Penzhorn 2006:95). The Belhar Confession professed a unity based on non discriminatory terms for the Uniting Reformed Church of South Africa (Central committee document - The Belhar Confession 2002).

3.3.1.2 History of Eersterust

Where Eersterust derived its name is not known, although some interesting theories are held. Some people believe that Eersterust was the "first resting place" for mail coaches between Lydenburg and Pretoria towards the end of the 19th century. Another theory is that the owner of the original farm was an idealist who envisaged a "first resting place" in the Transvaal for "the descendants of slaves" in the development of the township (Penzhorn, 2006:97). Others are of the opinion that the name originated during the Anglo- Boer war when after the invasion of Pretoria the republican forces withdrew to a resting –place called Eersterust before continuing the battle.

During 1905 a farm owner near Pretoria where Eersterust is now situated divided his land into residential sites. Although the farmer divided the land for the use of coloured people, it was mostly black people who bought these sites.

During 1958 as part of the implementation of the Group Areas Act a part of the farm Derdepoort (no469) was proclaimed a group area for coloured people in Pretoria and added to the existing Eersterust.

In 1975 the Theron commission was established and requested by various individuals and institutions, especially whites and coloureds, to investigate the situation of the coloured population in South Africa in respect of the following aspects: topics social, economic, Local Government, sport and culture. (Lotter, Strydom, & Schurink 1979:1). According the Theron commission poor and inadequate housing was one of the major constraints in the so- called coloured community and the task of housing provision was hampered by the high growth of population. More than 90% of all coloured people in the urban areas lived in housing provided by the Local Government. In 1975 a backlog of 131 000 housing units in South Africa were recorded. As a percentage of the total number of urban families, 39% did not have adequate housing. Of these families an estimate of 40% lived in informal settlements, 46% in overcrowded conditions, and 14% were families who still had to be relocated (Lotter et. al. 1979:3.2.2). In the Tshwane five year review plan (2000 -2005) the housing report indicated that there was a housing backlog. The increase in the housing backlog was a result of a combination of influx migration and family growth.

3.3.1.3 Economic situation

Eersterust has a small middle class of professional people, many of whom eventually move to the suburbs in Tshwane, a few business entrepreneurs and a large number of people existing on government grants and pensions. Women are the breadwinners in many of the lower income households. The impact of legislation such as the Group Areas Act which removed people from their existing neighbourhoods led not only to the destruction of families and communities with disastrous results, but also to the lowering standards of living. Poverty, with all its parallel phenomena such as unskilled labour, irregular

employment, low wages, ill-health, crime, alcoholism, family instability, and malnourishment had far-reaching consequences (Penzhorn 2006:95).

3.3.1.4 Politics and the so called “Coloureds”

What has been written about politics and the so called Coloureds in general also applies to the people in Eersterust. Davenport states in Penzhorn (2006:96) that throughout the history of South Africa various measures had been in force which had the effect of separating different race groups in South Africa. When the National Party Government came to power in 1948 it began to dismantle political structures set up by former regimes to cater for the African, Asian and Coloured people. According to Ross in Penzhorn (2006:96) its most important political task was to entrench its position by eliminating as many non-Nationalist voters as possible with the result that the Coloured people were “pushed off” the common parliamentary voter’s roll. Bennet in Penzhorn (2006:96) states that in the more than forty years of National Party rule in the country a formidable array of laws were passed affecting social, political and economic separation on the grounds of colour. Davenport states in Penzhorn (2006:96) that non-white people were excluded from any share in governance. Although the government took steps after 1960 to promote the economic and educational development of the coloured people, it did not give them a defined territorial base for even local self-government.

The Coloureds are concerned about the present political situation, feeling disappointed with the ruling party, the African National Congress (ANC). For years they were classified as Blacks by the comrades of the (ANC) and were also seen as comrades in “the struggle”. In the new dispensation they are referred to as Coloureds by the so called (ANC) rule and often disregarded.

3.3.1.5 Local Government in Eersterust

3.3.1.5.1 History of Local Government in Eersterust

Since the proclamation 1958 of Eersterust as a group area for Coloured people, properties in the area

were expropriated and non Coloureds residing in the area were resettled in other areas. Initially the Department of Non-White Affairs, a department of the City Council of Pretoria, managed the municipal affairs of Eersterust. In 1963, thirteen Coloured persons residing in Eersterust were appointed by the City Council to execute municipal duties at the municipal offices in Eersterust, reporting to the Pretoria City Council management committee. In 1966 the Group Areas Act was strictly enforced. All Coloureds residing in the Cape Reserve and other parts of Pretoria were resettled in Eersterust (Penzhorn 2006:98).

In 1972 the City Council of Pretoria appointed a directorate to manage the municipal affairs of Eersterust. In 1976 the first Management Committee of Eersterust was elected with some decision-making powers delegated to this committee. In 1982 a bid put forward by the Management Committee to be allowed to attend Pretoria City Council meetings and ultimately to have direct representation in the city council, was doomed to failure (Penzhorn 2006:98). In 1991 the directorate established in 1972 was dissolved, the Group Areas Act abolished, and racial zoning regulating property holding no longer applied. Fifty coloured officials were employed to execute practical and administrative duties at the municipal offices housed in the new Eersterust Community Centre. On 8 December 1994 the areas of Atteridgeville, Eersterust, Mamelodi and Pretoria were integrated into one municipal body, the Greater Pretoria Metropole. In 2000 this local governing body changed its name to the Tshwane Metropolitan Council (Penzhorn 2006:99).

3.3.1.5.2 The present role of Local Government in the Eersterust community

Pretoria, the administrative capital of the Republic of South Africa, was founded in 1855, acquired municipal status in 1903 and became a city on 14 October 1931. The City of Tshwane is the administrative capital of South Africa. It is located in the north western corner of Gauteng Province covering approximately 13% of the Province's surface. The City of Tshwane has formulated its vision and aspires to be "the leading international African Capital City of excellence that empowers the community to prosper in a safe and healthy environment" (Tshwane IDP 2006-2011).

The City of Tshwane is an organ of state within the local sphere of government exercising legislative and executive authority within its area of jurisdiction as determined in terms of Local Government legislation. As such its role regarding Eersterust is to bring improved services to the community Tshwane is moving to an Alternative Service Delivery (ASD) process where services are available in the various communities. Officials are being regionalized to the various offices in Tshwane, the purpose of the (ASD) process being to bring services to the community and to encourage public participation as proposed in the policy.

Currently Eersterust is part of ward 43 in the Tshwane Metropolitan Municipality. The ward councillor is a member of the Democratic Alliance Party, and a resident of Eersterust. There have been no significant changes regarding the provision of houses since 1994 as some of the legislation and policies have not yet been implemented. The community is frustrated with Local Government, and when questions were asked about needs of the community at the Mayoral Imbizo in January 2008, one of the residents referred to the Imbizo as a wish list because promises are made and not kept.

3.3.6 Social Welfare problems in Eersterust

3.3.6.1 Introduction

Various researchers give similar views of social problems in Eersterust e.g. the Theron commission Lotter et. al. (1979) Ryan (1997), Scönteich (2001) Kussel (2006) and Penzhorn (2006) they agree that a shortage of housing has characterized the history of Eersterust and indirectly contributed to most of the ensuing social problems.

According to Kussel (2006) the following are the main problems experienced by the Community:

- teenagers becoming gangsters, girls leaving school because of pregnancies
- crime, car theft and house breaking

- drug and alcohol abuse
- lack of housing and the mushrooming of shacks
- people infected with HIV/AIDS
- ineffective services by the South African Police
- Unemployment

A discussion will follow on some of the social problems experienced in the community e.g. housing in Eersterust, unemployment, alcohol and drug abuse, crime and violence, teenage pregnancy, HIV/AIDS and women as a minority group.

3.3.6.2 Housing in Eersterust

Most of the previous black owners of Eersterust were evicted in 1958. The old mud houses and informal structures were demolished, and new houses were erected. The first housing scheme was built by Local Government in 1962 when six houses were built. Coloureds were then relocated from Lady Selbourne, Eastwood, Claremont, Booysens, Marabastad, Newlands and the so called Cape location to Eersterust.

Van der Walt (in Lotter et. al.1979) mentions that the housing conditions were very poor, there were no toilet facilities, many diseases occurred and child deaths were very high. Eersterust was little more than a squatter camp. There were mud houses and a lot of informal structures. Crime was very rife at the time, and there were no municipal services.

According to (Stadsraad van Pretoria, Nuusbrief, Mei/Junie 1978) in Lotter et. al. a request was forwarded in 1978 by the executive committee of Eersterust together with the Pretoria executive committee of the City Council for the development of the first phase of Eersterust extension 6. It was estimated that 17000 people were staying in Eersterust at the time.

The count informal of structures in Eersterust was as follows: during 2001-17128, during 2003-21592 and

during 2005-21814. This is an indication that housing has historically been and is still an urgent priority in the Eersterust community. The housing shortage in the community is one of the main reasons for the increase of social problems in the community, which is also the reason why welfare organizations exist to address these problems.

Various housing schemes comprising two and three –roomed units were developed by the City Council of Pretoria over the years in an effort to accommodate the growing coloured community. In 1982 the first flats were erected, providing a little relief to a rapidly evolving housing problem in Eersterust (Penzhorn 2006:99).

Additional extensions to the originally proclaimed Eersterust area took place continuously, but in the mid-1980's the critical housing shortage compelled the Council to investigate possibilities of further extensions adjacent to the Eersterust area. These plans caused a great deal of discomfort and evoked sharp partly situated on the farms The Willows and Swartkoppies, was proclaimed in 1989. Although Coloureds criticism from the white residents of areas in the vicinity. However, a coloured area called Nellmapius, still form the greater majority of Eersterust residents, many Black, Asian and a small number of White families live in the area (Penzhorn 2006:99).

3.3.6.3 Unemployment

The Theron commission (1976) researching in Eersterust stated that the employment status of the Coloured worker has changed. The percentage of white collar workers in the male work force increased from 10,2% in 1960 to 13% in 1973, while skilled and semi-skilled workers increased from 29,1% to 38,1% in the same period. Factors that are a deterrent to employing Coloured workers are: absenteeism, reluctance to work, high labour turnover, unreliability, lack of motivation, unwillingness to do certain jobs.

Coloured labour is also hampered by circumstances such as: Inadequate housing, long distances between work and home, insufficient transport facilities and lack of proper education and technical disadvantages (Lotter et. al. 1979:1-17).

Now 35 years later the situation has slightly changed with a lot of unemployed people in the community the men in the community tend to be reluctant and unwilling to do certain jobs especially when the wages is low most of the women do the work whilst the men are sitting at home. The people of Eersterust are not exempt from the scope of the massive unemployment problem in South Africa. According to Penzhorn the 1996 census figures of Statistics South Africa show only 8396 of the economically active population in Eersterust as employed. They have furthermore lived under disorganized social circumstances, and have been exposed to personal hardship and discrimination over many years (Penzhorn, 2006:100).

3.3.6.4 Alcohol and drug abuse

Alcohol and drug abuse are related to all the social problems in the community i.e. school drop outs, rape, crime, violence (Lotter et. al. 1979:1-26). According to the South African Police Services in Eersterust statistics reported for drug- related crime are as follows 2001-52, 2002-51, 2003-34, 2004-228, 2006-40, 2007-26. According to my understanding there are many other drug-related crime that are not reported to the SAP (Information Management – South African Police Services 2008).

3.3.6.5 Crime and violence

With a history of forced removals Eersterust came into being with an extremely strong underclass element, manifesting itself with the formation of gangs. In particular almost an entire generation spent at between five and ten years in prison for various criminal offences (Ryan 1997:5). All the time of the Theron commission (1976) rape was regarded as a serious social problem by 88% female and 70% male respondents. It was also found that the community of Eersterust was rejecting and negative of the victim

and the offence was frequently not reported. Fear of retaliation and the experience of the court case (perceived as humiliating by the victim when cross examined) are given as reasons for not reporting the crime. Violence towards women and children is widely recognized as a serious concern in South Africa, Eersterust being one of the communities with a high rate of such violence (Scönteich 2001:12).

Pretoria including Eersterust also has a high incidence of violent crime. According to statistics violent crime in Pretoria increased by 30% between 1994 and 1999 more than the increase in property crime and more than the total increase in violent crime measured in the country as a whole (Scönteich 2001:12).

The executive mayor, Dr. Gwen Ramakgopa of the City of Tshwane Metropolitan Council, visited the community in 2007 as part of the sixteen day campaign against the abuse of women and children. The councillor and other community leaders pleaded with her requesting that the Metropolitan Council should intervene to prevent crime and violence in the community. The mayor was informed that the community is tired of all the violence in the community (The Record, 30 November 2007:1).

3.3.6.6 Teenage pregnancy

Kussel (2006) states that teenage pregnancies are one of the main problems experienced by the Eersterust community. Bezuidenhout (2004:35-36) mentions that one of the causes for teenage pregnancy is the attitude of the community, claiming that there is a tendency for communities to become relaxed about teenage pregnancy in the midst of changing values pertaining to sexuality and sexual activity. According to my observations what Bezuidenhout (2004:4) writes about teenage pregnancies also applies to Eersterust. He states that teenage pregnancies have disadvantages economically as well as on an educational level. Teenagers tend to be dependent on the state for a grant for maintenance and for primary health care for the mother and the baby. Many teenagers run away from home because of the pregnancy. Money, time and energy is needed to trace these teenagers. Again, the government has to cover these costs Bezuidenhout (2004:43).

3.3.6.7 HIV/AIDS in Eersterust

The HIV/AIDS pandemic has had a huge impact on the Eersterust community and what Bezuidenhout (2006:213) says about HIV/AIDS also applies to the Eersterust community. Children are expected to take over their households in cases where both parents died because of HIV/AIDS. This leads to children dropping out of school. HIV/AIDS also affects education in other ways. Teachers have to cope with the poor performance on the part of the pupils who have been infected with and affected by HIV/AIDS (Bezuidenhout 2006:213).

The HIV/AIDS epidemic is having a negative impact on the overall quality of care provided in hospitals. Often there is a shortage of beds resulting in people only being admitted at the later stages of illness. Families often take care of the patients and rely on the help of welfare organizations Eersterust is one such community (Hendricks, 2007).

3.3.6.8 Women as minority group

As in the rest of South Africa, women of colour in Eersterust have not only had to contend with imperialism and colonialism, but also with the realities of apartheid. A major characteristic of the apartheid society was division based on race and class, which in turn were deeply entrenched within a patriarchal structure, a structure that ultimately affected all women, including white women, in South Africa. Patriarchy in all its manifestations contributes significantly to the exploitation and oppression of women.

One of the major effects of such a hegemonic value system, according to which minorities and women are invisible and valueless, is the sense of powerlessness that comes with self negation and negation by others. In South Africa and in Eersterust this combination and subordination, not only on economic and social levels, but also emotionally and intellectually, had a substantial detrimental effect on (especially non- white) women's growth, development and empowerment, resulting in what Finnemore in Penzhorn (2006:2) terms "a wasteland of human potential".

In the Eersterust community despite lack of adequate education most of the breadwinners are women; many men tend to stay at home and depend on their wives, because they do not want to work for low salaries. This is based on my own observation.

3.3.6.9 Discussion

The social problems that occur in the community as stated in the community profile are an indication of why welfare organizations such as CBO's, NGO's and faith based organizations are needed in the community. The community is reliant on the services rendered by the welfare organizations in Eersterust. In the next section an overview of the welfare organizations which have developed to address the social problems in Eersterust are presented.

3.4 Overview of welfare organizations

Because the researcher was unable to find a complete official list of existing welfare organizations in Eersterust or their services to the community it was necessary to first establish what organizations were rendering welfare services before exploring the relationship between Local Government and welfare organizations.

As a resident in the community the researcher, having previously been employed by The Eersterust Child and Family Welfare Society (known as Child welfare), knew of some of the organizations and commenced the identification process with them. Appointments for interviews were made by a personally visit or telephonically and the purpose of the interviews and research was explained. All respondents, except one who has not been included in the research, responded positively.

The following welfare organizations were identified including NGO's, CBO's, and institutions for the aged, pre-schools and churches:

Table 1.1 Demographic Data of the research participants

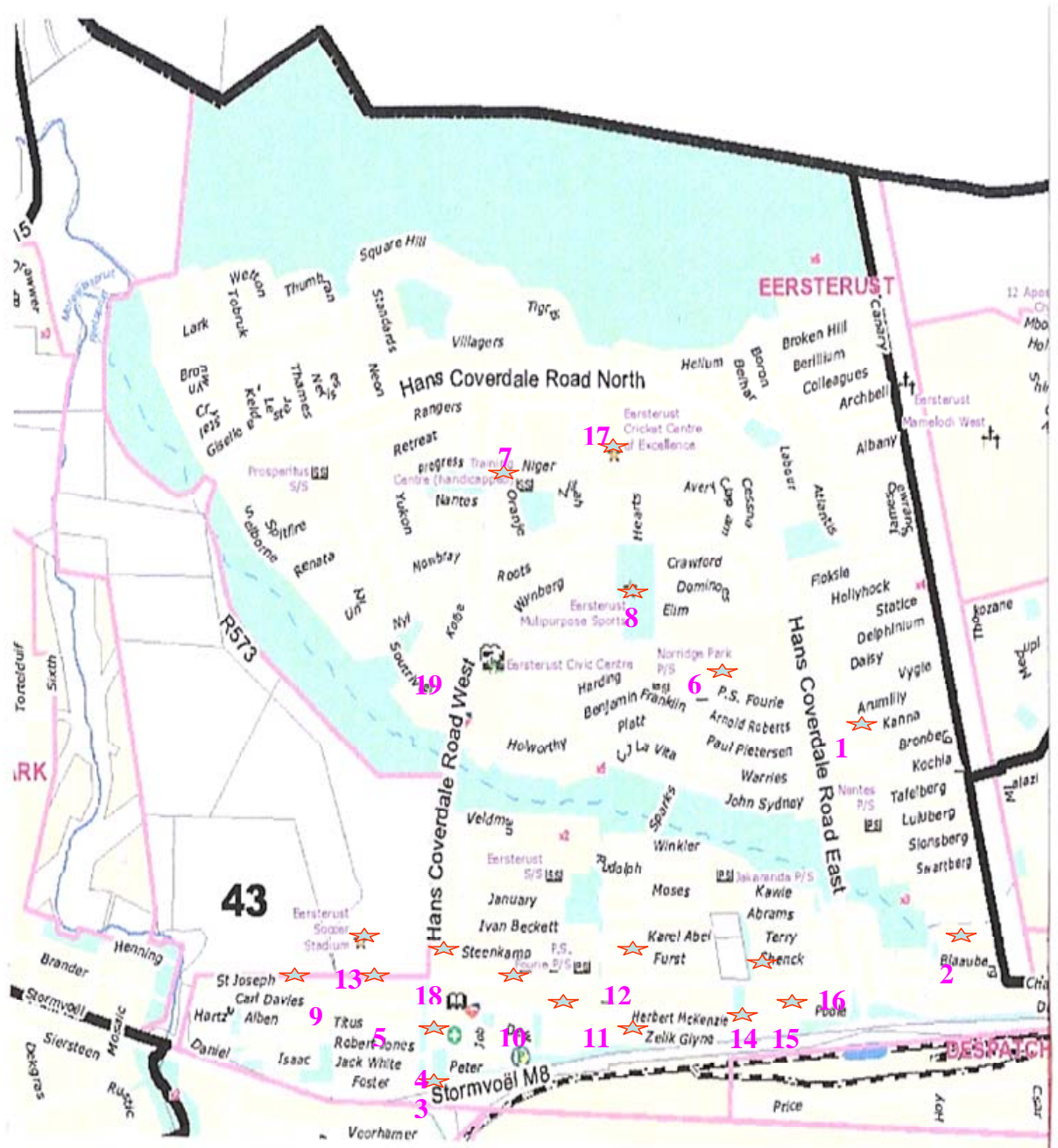
Name of welfare organizations	Research participants	Type of service	Branch or main office
Eersterust Child and Family Care Society	Manager	Child and family protection services	Main office
South African National Council on Substance Abuse	Manager	Substance abuse prevention and rehabilitation services	Branch
Northern Gauteng Mental Health Society	Representative	Mental health prevention and support services	Branch
Circle of Life for people infected and affected with HIV/AIDS	Manager	Support services to individuals infected and affected with HIV/AIDS	Main office
National Youth Development Outreach	Manager	Support and Outreach services to youth with criminal offences	Main office
Hope Centre for job and skills development	Manager	Job and skills development services for the unemployed	Main office
Eersterust caring centre for the disabled	Representative	Support services for the disabled	Main office
Trauma Nexus shelter for abused women	Representative	Support and protection services for abused women	Branch

EACH/ Hospice	Manager	Support and caring services for people who are infected with HIV/AIDS	Main office
Roman Catholic Church	Representative	Church organization rendering support services to the community to alleviate poverty	Branch
United Reformed Church	Representative	Church organization rendering support services to the community to alleviate poverty	Branch
Methodist Church	Representative	Church organization rendering support services to the community to alleviate poverty	Branch
Anglican Church	Representative	Church organization rendering support services to the community to alleviate poverty	Branch
Little Valley for little	Manager	Pre-school rendering	Main office

people		services to the community to alleviate poverty	
Masada	Manager	Pre-school rendering services to the community to alleviate poverty	Branch
Rainbow	Manager	Pre-school rendering services to the community to alleviate poverty	Main office
Akaelas Ark	Manager	Pre-school rendering services to the community to alleviate poverty	Main office
Lodewyk Spies old age home	Manager	Support and accommodation services for the aged	Main office
Andries Snyman old age home	Manager	Support and accommodation services for the aged	Main office

The above organizations are spread all over Eersterust. The following map indicates the geographic situation of the welfare organizations in Eersterust. The organizations are identified with purple numbers.

Figure 2. Map indicating welfare organizations in Eersterust



1. Eersterust Child and Family Care Society
2. South African National on Council on Substance Abuse
3. Northern Gauteng Mental Health Society
4. Circle of Life for people infected and affected with HIV/AIDS
5. National Youth Development Outreach
6. Hope Centre for job and skills development
7. Eersterust Caring Centre for the disabled
8. Trauma Nexus shelter for abused women
9. Each /Hospice
10. Roman Catholic Church
11. United Reformed Church
12. Methodist Church
13. Anglican Church
14. Little Valley for little people
15. Masada pre -school
16. Rainbow pre school
17. Akaelas Ark pre school
18. Lodewyk Spies old aged home
19. Andries Snyman old aged home

The Organizations will now be discussed in terms of their history and services rendered to the community.

3.4.1 Eersterust Child and family Welfare Society

The Pretoria Child and Family Welfare Society has rendered services to the Eersterust community since the early 1970's. An independent Eersterust Child and Family Welfare Society affiliated to the Tshwane Child and Family Welfare Society was established. The organization is situated in the eastern side of Eersterust. It is housed in offices owned by them. In partnership with the Department of Social Development this organization renders a generic service in the community. It specializes in rendering services to families, mainly focusing on empowering women and children. The organization has a HIV/AIDS group (Venter, 2006). In the Constitution of the Tshwane Child and Family Welfare Society its aims and objectives are stated as follows:

Child Welfare, Tshwane shall be entitled to pursue any aim and objective relating to the protection of the rights and interests of children and their families, and promotion of their welfare and wellbeing and in particular the following:

- To protect the rights of children and their families in a community context.
- To deal with needs relating to the welfare of children within a family and community context
- To bring to the notice of the public and all relevant bodies, deficiencies in existing services and legislation.
- To liaise with other bodies in matters related to child and family care.
- To formulate and implement policies to further the wellbeing of children and their families.
- To inform and educate the public on matters relating to the welfare of children, families and communities and facilitate the participation of the public in the work of the organization.
- To facilitate the training of social workers, students, volunteers, professionals, auxiliary workers, community developers and other relevant groups.

- To identify trends within the field of service of child and family care, and to modify existing and /or initiate and coordinate new services accordingly.
- Rendering crisis intervention services, foster care services, reconstruction services, adoptions, group work and community development.

3.4.2 South African National Council on Substance Abuse

SANCA has rendered services in the community since the late 1970's. This organization focuses on alcohol and drug abuse. SANCA is a NGO whose main objectives are the prevention and treatment of alcohol and drug dependence. Established in 1956, SANCA was founded in response to a need expressed by the communities for assistance in dealing with alcohol and drug abuse problems.

It works with standardized programmes which are effectively measured with the needs of the community.

The overall mission of SANCA is to address alcoholism through the provision of specialized, accessible and affordable development, prevention and treatment services to all South Africans, thereby restoring the self-respect and dignity of persons affected by alcoholism and drug dependence. SANCA is situated in the eastern side of Eersterust (Aukamp, 2007). This organization signed a ninety nine year lease agreement with the City of Tshwane municipality for its premises in rendering services to the community (Aukamp, 2007).

3.4.3 Northern Gauteng Mental Health Society

Previously the Mental Health Society operated as a welfare organization in Eersterust, but it terminated its services in the community in 2000 because of violence in the community. It now only operates a daily Mental Health Psychiatric clinic. The clinic focuses mainly on group work with patients and supplies them with their medication. According to one of the sisters working with the patients a professional service is needed in the community, as some of the patients are out of control and need to be institutionalized. The clinic is situated in the western side of Eersterust. According to Sister Mc Nap 50% of the community makes use of the services (Mc Nap, 2006).

3.4.4 Circle of Life

Circle of Life is a community based organization, which renders a service to the HIV/AIDS patients. This organization was established in 2000. It is managed by community members who work in partnership with the Department of Social Services. These volunteers do receive some financial incentives from the Health Department.

This organization receives 60% of its referrals from other organizations in Eersterust while 40% are individuals infected and affected with the virus who report their cases to the organization and disclose their status in the community. This organization is situated in the western side of Eersterust and is within walking distance of the clinic where they receive their treatment (Hendricks, 2006). The Department of Social Welfare previously occupied these offices and the manager of Circle of Life was not certain who was the owner of the offices.

3.4.5 National Youth Development Organization

NYDO was established in Eersterust in the early 1990's. This organization is situated in the south of Eersterust. The building is owned by the City of Tshwane Municipality and was previously used as a community library. NYDO was born out of a desire to alleviate poverty and bring an end to the problems of gangsterism and family violence so prevalent in the Eersterust community by providing a holistic alternative.

NYDO is sufficiently equipped to handle cases that have been diverted from the formal justice system. Since government is unable to deal with all the problems in the communities, it has forged close partnerships with various organizations and NGO's such as NYDO, in an effort to deal with such challenges.

NYDO offer a number of life skills and family centered programmes i.e.

- Youth justice programmes which includes the Adolescent Development Programme, Youth mentoring and Family Group Conferencing.
- Arts and cultural development, which involves Community Outreach through Arts e.g. Music Therapy at NYDO, Guitar school and Outreach.
- Education and Training includes life skills and the youth justice programme.
- Family preservation includes home visits, parenting skills and counseling.
- Small business skills Development, where the focus is on the poorest of the poor in the community and involves unemployed youth who are not skilled. They receive computer training and how to hunt for jobs.
- HIV/AIDS Awareness campaigns together with The Health Department of Local Government and Circle of Life.
- Sports and Recreation supports diversion for the youth.

These programmes target the following groups the youth, the broader community, prisons rehabilitation centres and street children (Van Wyk 2006).

3.4.6 HOPE Training and Development Centre

The Hope Training and Development Centre was established on 7 September 1998 with the core focus being the facilitation of skills development for women, youth and the disabled throughout South Africa.

The organization's mission is:

- To develop women, youth and the disabled by means of training, workshops and entrepreneurship programmes, thus enabling them to participate effectively in socio economic development.
- To impact the lives of the identified target beneficiaries through systematic intervention.
- To build capacity by providing training opportunities.

- To develop the skills levels of women and ex- offenders in rural areas, informal settlements and townships.

This organization used to lease one of the offices of Local Government but due to change of ward councillors in 2007 they were asked to vacate the offices. The manager of the organization operates from her home until accommodation for the councillor at the civic centre is available (Isaacs, 2007).

3.4.7 Eersterust Care and Training Centre

The Eersterust Care and Training Centre focuses on disabled people in the community. This organization was established in Eersterust in the early 1980's. It works in partnership with the Department of Social Development especially with regards to grant applications. This organization is situated in the northern side of Eersterust. The stand was donated by Local Government the building belongs to the Eersterust Care and Training Centre.

The training centre also provides protective workshops for young adults. Their objectives are to serve and uplift the historically disadvantaged of Eersterust by providing basic job skills and social services to children, the youth, elderly, terminally ill, abused, disabled and uneducated. Job training and creation will ultimately provide education, self sustainability and community upliftment enabling the clients of the centre, as well as local unemployed people within the community, to reach their full potential.

The main activities of the organization are the following:

- Specialized care for profoundly and severely handicapped children
- Pre School training for physically and mentally disabled children
- Parent's support and counseling services rendered by social workers
- Transport and feeding schemes for all clients
- A food garden project
- A bargain shop (for lower income groups)

- Screening and processing of social grants and pension applications
- Computer training for physically disabled adults
- A well equipped toy library
- Physio and speech therapists
- Outreach programmes in East Lynn, Nellmapius and Mamelodi (Joubert, 2007).

3.4.8 Trauma Nexus

This organization is situated in the North of Eersterust. It was established by an overseas donor during the late 1990's and is currently managed by a qualified clinic sister. The building belongs to the City of Tshwane Municipality. The vision of this organization is to help people find hope and become victorious by helping them to make informed decisions. The main objective of the organization is to create and maintain a multi-professional support network for the community, by recruiting psychologists, social workers, legal advisors, teachers, church leaders, business leaders and advisors and volunteers to serve as an effective and self-reliant support and empowering network for the community.

The organization provides professional support programs for the enrichment of marriages and, family life and to address socially inappropriate behavior such as drug abuse. According to Sister Mc Nap her main focus in the Eersterust community is to work with the victims of violence especially the women who are in abusive relationships (Mc Nap, 2006).

3.4.9 Faith based organizations

Since there are 106 churches in Eersterust the researcher interviewed only four Ministers, choosing the four which had been longest in the community. These churches are the Roman Catholic Church, United Reformed Church, Methodist Church and the Anglican Church.

These churches do not render any welfare services but they do try to alleviate poverty in the community, by distributing food parcels, clothing and blankets. The churches work in partnership with the welfare organizations in the community, visiting the aged and referring cases to welfare organizations in the community.

3.4.10 Pre – schools

Since there are more than twenty pre-schools in the community, the researcher interviewed the principals of only four of them. The names of the four pre-schools are as follows Little Valley for Little People, Masada, Rainbow and Akaelas Ark. One of the pre-schools is affiliated to the Early Childhood Development Programme (ECDP) while the others are not. The Department of Social Welfare coordinates the services rendered by these organizations and all of them are registered.

3.4.10.1 Little Valley for Little People

This pre-school is run in a partnership with SANCA and the Roman Catholic Church. It receives a subsidy of R3-00 per child from the Health Department. It started a vegetable garden on SANCA's premises and waters the garden daily. On a weekly basis the Roman Catholic Church supplies them with food parcels together with vegetables, which they distribute to the poor in the community. The principal of the pre-school is a retired nurse. More than half of her staff was previously unemployed but now render a service to the community. This pre-school is home- based, the building belonging to the principal of the pre-school (Magardie, 2007).

3.4.10.2 Masada

This pre-school was established by Child and Family Welfare Society. The pre-school is on the same premises as the organization to which it belongs. About half of the children are part of the organizations' clientele. The teachers are also previously unemployed parents (Venter, 2007).

3.4.10.3 Rainbow pre-school

This pre-school focuses mainly on early childhood development. 90% of the children's parents are professional people e.g. teachers, social workers, lawyers etc. The principal of this school is a retired teacher. It is proud to claim that the pass rates into grade one from this pre-school have been 100% during the past few years. This pre-school is home based, the house belonging to the principal of the school (Daniels, 2007).

3.4.10.4 Akaela's Ark

This pre-school operates from one of the offices of the civic centre. The principal of the pre-school was requested by the ward councillor to vacate the premises and look for other accommodation. The previous ward councillor had given permission to the principal to use the facilities at the civic centre. The reason given by the new ward councillor for the notice given to the principal to vacate the building was that he and his committee wanted to use the facility for office space. The principal of the pre-school is a retired teacher; it is mainly education and, the pass rate to grade one is 99 % (Jacobs, 2006).

3.4.11 Institutions for the aged

There are two old aged homes in Eersterust, one catering for the independent or self sufficient elderly and the other for the bedridden elderly. The researcher interviewed both of the managers.

3.4.11.1 Lodewyk Spies old age home

This old aged home was established in the early 1970's by whom is it not known to the manager. 30% of the aged are bedridden and 70% self-sufficient. This organization caters for all the aged irrespective of race and colour. It works in partnership with the Department of Social Development with respect to pension applications. This old age home is situated in the southern side of Eersterust (Verveen, 2006).

3.4.11.2 Andries Snyman old age home

This old aged home was established by who in the early 1970's and is situated in the northern side of Eersterust. The City of Tshwane Municipality donated the stand to the old aged home and with donations from the community and other donors the building was erected.

This organization caters for the self-sufficient elderly they work in partnership with the organizations in Eersterust and receive referrals as well as refer bedridden elderly to institutions with facilities. This old aged home is one of the fortunate organizations in Eersterust they know a lot of influential people in the community and in Local Government some of them are on their governing body. Local Government donated a stand to them, they are situated near the Stormvoël main road and next to the train station there are future developments on the way according to Local Government with regards to the main road. They also received a once off amount of money from Local Government. The old aged home pay their own services accounts (Wyland, 2006).

The statement in the White Paper for Social Welfare (Act 18166/1997) that local authorities would be encouraged to make provision for the development of infrastructure and facilities for services, such as electricity, water, sanitation, transport, recreation facilities, economic development projects and job creation programmes heightened the expectations of welfare organizations.

3.5 Discussion

The organizations that received assistance and know how to access services and sources are those which knew influential people in the community and in Local Government who could link them to the different departments in Local Government to access services.

3.6 The relationship between Local Government and Welfare organizations in

Eersterust

3.6.1. Introduction

In the interviews that were conducted with the 19 managers or their representatives of welfare organizations they shared many varied experiences about their lack of connection with Local Government. Themes identified these experiences seem congruent with each other and in the analysis of the content of the interviews six main themes emerged (Grobler, Schenk & Du Toit 2005:182). These themes cannot be very clearly separated. They overlap and this may lead to some repetition in their discussion. Some discussion and examples are often applicable to different sub-themes. The themes and sub-themes are summarized in the following table. The data from the semi-structured interviews with the participants in the study resulted in the themes and sub-themes presented in Table 1.2.

Table 1.2 The themes and sub-themes

<p>THEME 1: Uncertainty whether Local Government can assist them in rendering of their services.</p>	<p>Sub-theme 1.1: Welfare organizations do not know that Local Government can assist them in the rendering of services in the community.</p> <p>Sub-theme 1.2: Local Government's lack of effective communication about service delivery to community organizations.</p> <p>Sub-theme 1.3 Frustration that services expected in terms of existing policy does not exist.</p>
<p>THEME 2: Uncertainty in accessing services at Local Government.</p>	<p>Sub-theme 2.1: Knowing someone in Local Government who can refer you to the right people.</p> <p>Sub-theme 2.2: Lack of awareness of the channels that have to be followed to access services in Local Government.</p> <p>Sub-theme 2.3: Lack of contact and communication between Local Government and welfare organizations.</p>
<p>THEME 3: Awareness of Local Government's available resources.</p>	<p>Sub-theme 3.1: Different degrees of awareness about resources offered.</p> <p>Sub-theme 3.2: It is important who you know.</p> <p>Sub-theme 3.3: Services.</p>
<p>THEME 4: Positive experiences of Local Government. Assistance with accommodation (Housing) for clients.</p>	<p>Sub-theme 4.1: Leasing accommodation for welfare organizations</p> <p>Sub- theme 4.2: Hundred year lease</p> <p>Sub-theme 4.3: Donation of stands</p> <p>Sub-theme 4.4: Housing for clients</p> <p>Sub-theme 4.5: Its important who you know</p>

THEME 5: Welfare organizations' expectations and needs of Local Government.	Sub-theme 5.1: Expectations of welfare organizations Sub-theme 5.2: Welfare organizations need
THEME 6: Partnership relationship.	Sub-theme 6.1: Ignorance about policy of partnerships Sub-theme 6.2: No evidence of partnerships

3.7 Discussion of the themes and sub-themes will follow.

3.7.1 THEME 1: UNCERTAINTY OR LACK OF AWARENESS WHETHER LOCAL GOVERNMENT CAN ASSIST THEM IN THE RENDERING OF THEIR SERVICES.

Uncertainty whether Local Government can assist them in the rendering of services.	Sub-theme 1.1 Sub-theme 1.1: Welfare organizations lack of awareness that Local Government can assist them in the rendering of services in the community. Sub-theme 1.2: Uncertainty and lack of communication in accessing services at Local Government. Welfare organizations do not understand the large structure of Local Government and its different departments and where to find specific services. Sub-theme 1.3: Local Government's lack of effective communication about service delivery to community organizations. Sub-theme 1.4: Frustration that services expected in terms of existing policy do not exist.
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One of the objectives stated in the Constitution of the Republic of South Africa (Act no 108 /1996: Sec 152 (e)) is that Local Government should encourage the involvement of communities and community organizations in matters of Local Government. However half of the welfare organizations interviewed are

not aware that Local Government can assist them in rendering services to the community. When asked "how do you know that Local Government can assist you in the rendering of services the participants answered as follows:

"Ons is nie altyd seker nie". (We are not always sure).

"Ons weet nie dat plaaslike regering ons kan bystaan nie". (We don't know if Local Government can assist us).

"Ons raadslid is veronderstel om ons in te lig. Hy is die skakel tussen plaaslike regering en die gemeenskap". (Our councillor should inform us).

The manager for Health and Social Development assumes that welfare organizations in Tshwane are aware of the services their department renders.

The White Paper on Local Government mentions various mechanisms of delivery that organizations could rightfully expect from Local Government i.e. building on existing capacity, cooperation, public partnerships and partnerships with community based programmes (Reddy et. al. 2003:200). According to Davids et. al (2005:137) the Department of Provincial and Local Government (DPLG) recognizes that service delivery at national, provincial and local levels is not always appropriate and does not always reach the intended beneficiaries as effectively as it should. One factor that a spokesman of the (DPLG) mentioned is inadequate dissemination of information.

3.7.1.1 Sub-theme 1.1: Uncertainty in accessing services at Local Government.

Welfare organizations do not understand and were overwhelmed by the large structure of the Tshwane Local Government and its different departments and where to find out whether they could be assisted.

With the restructuring of Local Government organizations do not know how it functions and what services it may render. Departments also sometimes did not seem to be well informed about one another.

3.7.1.2 Sub-theme 1.2: Local Government's lack of effective communication about service delivery to community organizations.

Many organizations did not know that the Health and Social Development Department existed. It is the department in Local Government that should link with welfare organizations in the community. According to the manager for Health and Social Welfare their goal is to coordinate and facilitate services rendered by welfare organizations in the community.

These organizations also did not know what to expect from the Health and Social Development Department. There is no clear indication to these organizations on how to access services in Local Government. These organizations need Local Government to workshop with them regarding the different departments and the services that Local Government renders.

One participant commented as follows " Plaaslike regering moet gereelde korrespondensie uitstuur na welsynsorganisasies sodat ons bewus kan wees van hulle werksaamhede, veral omdat plaaslike regering so 'n groot organisasie is" (Local Government must send out information on a regular basis to inform welfare organizations of their whereabouts, especially as it is such a big organization).

According to the manager of Health and Social Development she claimed that services to the communities are advertised in newspapers and by word of mouth. Organizations who respond on these advertisements approach the Health and Social Development Department with their needs and are assisted on this basis only.

Reddy et. al. (2003:200) states that the White Paper on Local Government has set out certain principles for service delivery of which accessibility is the first one. Davids et. al. (2005:112) also mention that in order for the public to practice participation in decision-making processes that affect their lives people must have access to information and hold the officials of Local Government accountable (Davids et. al.

2005:112). The first Mayoral Imbizo (community meeting) in January 2008 where the officials of Tshwane represented various departments in Tshwane which render services to the community. The officials' attendance exceeded the attendance of the community and welfare organizations in Eersterust.

3.7.1.3 Sub-theme 1.3: Frustration that services expected in terms of existing policy do not exist

Many organizations indicated that they are frustrated with Local Government especially when they cannot access services, complaining that if they telephone Local Government for information they end up being very frustrated as they are transferred from one office to another without any help. The ward councillor seems to be part of their frustrations as instead of assisting them he works against them and investigates them for his own personal gain. A few organizations were frustrated with their service accounts, claiming that their accounts are estimated. When a proper reading is taken they are held accountable for arrears of huge amounts. They even face electricity cut-offs when going to the Treasury office and they end up being more furious with the officials' explanations of the account.

On paper there are many services that should be made available by Local Government for welfare organizations. The manager of Health and Social Development claimed that their department advertises their services but this does not always seem effective e.g. the low attendance of the first Mayoral Imbizo with the Eersterust community. The manager for the Health and Social Development Department acknowledged that there were no municipal bylaws as to how their department should render services to community organizations. For instance, some bylaws existed on paper but were not executed by Local Government. Although there were municipal bylaws stipulating that Local Government had a role to protect communities from abuse by welfare organizations by assisting the organizations in e.g. financial management, this supportive role was not available to welfare organizations. At the time of the research no social worker from Local Government had been allocated to Eersterust. Currently (2008) there is a Social worker for Eersterust but her offices are in the neighbouring township of Mamelodi and not easily accessible to the residents of Eersterust (Imbizo 2008).

3.8 DISCUSSION

It seems that there is a lack of effective communication between welfare organizations and Local Government. Welfare organizations are still not aware of the services with which Local Government can assist them. The advertisements by Local Government seems not clear or do not reach some of the welfare organizations in the community.

3.9 THEME 2: AWARENESS OF HOW LOCAL GOVERNMENT CAN ASSIST THEM

This theme refers to knowledge of how to access the services of Local Government

<p>Awareness on how Local Government can assist them</p>	<p>Sub-theme 2.1: Knowing someone in Local Government who can refer you.</p> <p>Sub-theme 2.2 : Lack of awareness of the channels that have to be followed to access services in Local Government</p> <p>Sub-theme 2.3 : Lack of contact and communication between Local Government and welfare organizations</p>
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The White Paper for Social Welfare (Act 18166/1997) states that government will provide an enabling environment for the delivery of developmental welfare services by its partners. This implies that welfare organizations will have a say in rendering welfare services in the community. In enabling welfare organizations to render services in the community it would be realistic to see the Health and Social Welfare Department as the coordinator and facilitator. Many welfare organizations lack of awareness of how Local Government can assist them. The following sub-themes give an indication of the participants' awareness of how Local Government can assist them.

3.9.1 Sub-theme 2.1: Knowing someone in Local Government who can refer you.

Most of the organizations that knew about services which local government offers made it clear that they knew what channels to follow when they were seeking assistance. This was because they knew people who work for Local Government and they were easily assisted by them. Some respondents whose relatives had previously worked as councillors for Local Government had assisted them to find what they needed.

Welfare organizations who do not know someone in Local Government do not receive help which results in frustration in organizations which cannot render effective services to the community. Some of the organizations were frustrated with the current councillor who does not seem interested in the needs of the community.

3.9.2 Sub-theme 2.2: Lack of awareness of the channels that have to be followed to access services in Local Government

Four organizations who knew that Local Government could probably assist them made it clear that they do not know where to go in Local Government to ask for assistance. They did not know the right channels.

“Ons weet plaaslike regering kan ons help maar ons weet nie watter kanale om te volg nie.

“Ander organisasies het hulp gekry by plaaslike regering, so ons behoort ook hulp te kan kry, die vraag is net waar begin ons om hulp te vra. Ons word heen en weer gestuur waneer ons gaan vir hulp. (Other organizations received help from Local Government so we are supposed to receive help if we only knew where to ask instead of being sent from one place to another).

The manager of Health and Social Development claimed that they advertise their services and that they work on a request basis where welfare organizations who have seen the advertisements approach them.

The Health and Social Development Department assist welfare organizations with a grant in aid fund and with the lease of stands where welfare organizations enter into a ninety nine year lease agreement.

3.9.3 Sub-theme 2.3: Lack of contact and communication between Local Government and welfare organizations

There seems to be a lack of contact and communication between Local Government and welfare organizations. According to the manager for the Health and Social Development Department in Local Government this was not entirely true. She mentioned two specific examples to illustrate that welfare organizations in Tshwane are aware of the grant in aid fund for which welfare organizations can apply annually. The Department of Health and Social Development had also assisted various welfare organizations with applications for vacant land, which they were granted at a nominal fee.

One of the welfare organizations suggested that Local Government should correspond with them through newsletters to inform them about the affairs of Local Government.

The Mayoral Imbizo and the forums are part of Local Government's way of opening communication channels in the community. Less than half of the participants attended the Mayoral Imbizo. The Mayoral Imbizo was not well publicized and took place on a Wednesday evening when most people are involved in religious activities.

3.10 DISCUSSION

There seem to be good policies and principles in place regarding the relationship between Local Government and local welfare organizations but many have not yet been implemented. The manager of Health and Social Development Department assumes that the organizations in Tshwane, including organizations in Eersterust, are aware of their services.

This is an indication that there is a lack of contact and information as to what welfare organizations can expect from Local Government and that there is a lack of effective communication between both Local Government and welfare organizations in Eersterust.

3.11 THEME 3: AWARENESS OF LOCAL GOVERNMENT'S AVAILABLE RESOURCES

3.6 Awareness of Local Governments' available resources	Sub-theme 3.1: Different degrees of awareness about resources offered Sub-theme 3.2: Its important who you know Sub-theme 3.3: Services
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The services by Local Government relevant for welfare organizations include basic services and community services. According to the IDASA Local Government Guide community services provided by local municipalities take a small part of the budget but are of great value to the public through improving social conditions and the wellbeing of the community. These community services have a positive impact on many areas of public life, such as poverty reduction, employment creation, avoiding social problems (crime and drug abuse), education, recreation and leisure (Vennekens & Govender 2005:4). Welfare organizations seem more aware of the basic services than any other services offered by Local Government. The manager of the Department of Health and Social Welfare in Local Government stated that the department regarded their relationship with welfare organizations as "being needs" based. They were not intent on necessarily informing organizations of available services but did try to respond and assist organizations which approached them with specific needs, to enable them to render services in the community.

During January 2008 the Local Government held its first Mayoral Imbizo which was arranged by the ward councilor with the community of Eersterust. The purpose of the Imbizo was to meet with the community to identify the community's needs for the Integrated Development Program (IDP) and to answer questions

about their current frustrations with regard to Local Government and to make the community aware of the functioning of services in Local Government. Welfare organizations would have benefited from the Imbizo especially on how to access services at Local Government.

3.11.1 Sub-theme 3.1: Different degrees of awareness about resources offered

Organizations vary in their awareness of Local Governments available resources. Most of the organizations are aware of and make use of Local Government facilities e.g. venues for meetings, the Eersterust Civic Centre, sport and recreational facilities, accommodation e.g. leasing of buildings for office space. Two of the welfare organizations lease buildings from Local Government for a period of ninety- nine years and pay a nominal amount for the lease of the buildings. Other organizations have applied for and received stands paying only transfer costs.

Although members of one organization indicated that they attended regular forum meetings which inform them about matters in the community, other organizations indicated that they are not aware of any forums in the community which informs them of the matters of Local Government and what happens in the community.

3.11.2 Sub-theme 3.2: It's important who you know

To know about Local Government's services it seems important for organizations to have networks. Having relatives and knowing influential people in Local Government makes one aware of possible services. Organizations which knew people in Local Government claim that if it was not for their personal contact with these people they would not know about resources.

3.12 DISCUSSION

It seems as if welfare organizations have a varying awareness of the available resources of Local Government and that this awareness was strongly related to personal contacts.

The poor attendance of the Imbizo is an indication of the relationship between Local Government and the welfare organizations in Eersterust e.g. lack of trust.

3.13 THEME 4: POSITIVE EXPERIENCES OF WELFARE ORGANIZATIONS WITH LOCAL GOVERNMENT

Positive experiences of welfare organizations with Local Government	Sub-theme4.1 Leasing buildings to welfare organizations
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Equally present with the frustration and negativity in the experiences of organizations' in relation to Local Government is a theme of positive experiences.

As lack of accommodation in various forms is a pressing issue in Eersterust, it comes as no surprise that positive experiences of organizations in relation to Local Government are linked to assistance with accommodation. Some organizations described how they had been able to gain access to accommodation services.

3.13.1 Sub-theme 4.1: Leasing accommodation to welfare organizations

Four organizations lease offices from Local Government. They pay a minimal amount for the lease of the buildings and their water and lights service account. Two organizations signed a ninety nine year lease agreement with Local Government. These organizations therefore have the assurance that they will not be evicted. Two of the organizations were concerned when the councillor questioned the term of the lease agreement, saying that he would review.

3.13.2 Sub-theme 4.2: Donation of stands

Local Government has donated stands to two organizations which only had to pay the transfer costs.

3.13.3 Sub-theme 4.3: Housing for clients

Two organizations replied that they have had a good experience in working with the housing rental Department of Local Government. They had success in helping their clients with accommodation without any hesitation. These two organizations knew the criteria for applying for housing and could assist their clients referring them to the housing offices with the relevant documentation for housing. More than half of the organizations were not aware that local government could assist them by helping their clients with housing.

3.13.4 Sub- theme 4.4: Referral to the Indigency Program

The City of Tshwane Municipality implemented an indigency program to alleviate poverty in the community. Welfare Organizations such as Child and Family Welfare Society, Circle of Life, NYDO and the Church organizations refer their clients to Local Government to assist in the alleviation of poverty in the community.

3.14 DISCUSSION

The welfare organizations who had positive experiences were the ones who knew what channels to follow and knew how to access these services. Since the shortage of housing is the cause of many of the social welfare problems in the community, welfare organizations who received assistance experience Local Government positively.

3.15 THEME 5: WELFARE ORGANIZATIONS' EXPECTATIONS' AND NEEDS OF LOCAL GOVERNMENT

Welfare organizations expectations of Local Government	Sub-theme 5.1: Contact and communication Sub-theme 5.2 : Basic services and support
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Welfare organizations have expectations of accessing services from Local Government, but because of of them to notify Local Government of these expectations and needs. The people working for welfare organizations who have family members and friends with Local Government do not have a problem with communication in Local Government.

3.15.1 Sub-theme 5.1: Contact and communication

More than half of the organizations stated that their main expectation of Local Government was contact and communication so that they would know about their services and how to, access them in rendering an effective service to the community. In spite of this being a strong expectation many of the organizations were not present at the Mayoral Imbizo which was intended in part to meet this expectation.

3.15.2 Sub-theme 5.2: Basic services and support

Many welfare organizations want Local Government to assist them with basic services, to enable them to render proper services to the community. One organization replied as follows 'Ons verwag van plaaslike regering om ons te hulp te wees veral met ons dienste rekeninge wat as gevolg van hulle nalatigheid agterstallig is omrede hulle nie altyd meter lesings neem nie en wel skat. Wanneer ons na plaaslike regering toe gaan word ons heen en weer gestuur. Ons stap baie keer frustreed daar weg met geen oplossings vir ons probleme nie"

(We expect that Local Government will assist us especially with our accounts that are in arrears because of negligence on their part, the meter readers estimate the readings based on previous readings and when querying these readings we end up being frustrated without any officials who could assist us with the problem).

Another organization responded as follows "Ons doen die werk en plaaslike regering neem al die krediet daarvoor, ons wil graag erkenning he van plaaslike regering vir die diens wat ons lewer in die gememeenskap." (We do the work and Local Government receives the credit).

3.16 THEME 6: Partnership relationship

Partnership relationship	<p>Sub-theme 6.1: Ignorance about policy of partnerships</p> <p>Sub-theme 6.2: No evidence of partnerships</p>
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According to policy Local Government and welfare organizations are expected to be in a partnership relationship. It is a theme because of its absence on partnership between Local Government and welfare organizations. This is the reason why the manager of Health and Social Development replied that their department responds to the ad hoc needs of the welfare organizations. Reddy et. al. (2005:204) defines municipal service partnerships as "a contractual arrangement with another body or organization for the delivery or performance of any municipal service".

There are three types of partnerships e.g.

- A public –private partnership
- A public-public partnership
- A public –NGO/CBO partnership this partnership.

The manager of Health and Social Development are aware of the policies that Local Government must have a partnership relationship with the welfare organizations. The manager states that the partnership relationship is not yet implemented.

3.16.1 Sub-theme 6.1: Ignorance about policy of partnerships

The manager of Health and Social development claims that there is no partnership relationship between their department and welfare organizations their department help organizations who comes to them for help according to their needs.

3.16.2 Sub-theme 6.2: No evidence of partnerships

The welfare organizations were not aware of their relationship as a partnership and did not know that there was suppose to be a partnership relationship between them and Local Government.

3.17 Summary on the themes

Six themes were identified with sub-themes the themes and the sub-themes are based on the relationship between Local Government and welfare organizations .It seems that there are not really a partnership relationship between Local Government and welfare organizations based on the findings of the research e.g. the themes and sub-themes. The manager for Health and Social Development indicated that there is no partnership relationship she stated that their department responds on the ad hoc needs of welfare organizations. Welfare organizations indicated that they have certain expectations and needs towards Local Government of which Local Government are not aware.

CHAPTER FOUR

CONCLUSION AND RECOMMENDATIONS

4.1 Introduction

In this last chapter, the findings of the study supported by the exploratory and descriptive data gained from the semi-structured interviews with the nineteen organizations were reported on.

A literature study was conducted on the topic not much was found on the relationship between Local Government and welfare organizations in the Eersterust community. No updated list with the names of welfare organizations and a community profile was available.

Data gathered from face to face interviews by the researcher who used an interview schedule, was analyzed. A tape recorder was used to keep detailed record of information on the research topic. The researcher organized the information gathered in a grid showing different themes and their sub themes. In this chapter the conclusions arrived at by the researcher and recommendations will be discussed.

4.2 Summary

The study was conducted with the goal of answering the research question which was: **What is the present relationship between Local Government and welfare organizations in Eersterust?** The following questions emerged to determine the relationship between Local Government and welfare organizations.

- What welfare services exist in Eersterust?
- What are the perceived roles of both Local Government and welfare organizations in the partnership to render services in the community?
- What services can the community expect from Local Government to enable them to render services in the community?

In Chapter 1 the researcher provided background information and the purpose of the research. The intention and the objectives of the study were to determine the relationship between local government and welfare organizations as partners as proposed in the policy. The following objectives emerged.

- To explore the expectations and needs that welfare organizations have of Local Government.
- To explore welfare organizations' perception of Local Governments role in enabling welfare organizations to render services in the community.
- To explore the perceptions of the Health and Social Development Department on their relationship with welfare organizations

To realize the intention and the objectives of the study the researcher used an exploratory qualitative study. The goal of exploratory studies is to explore a relatively unknown research area, and one of the aims is to gain new insights. The aim in this study was to explore on the partnership between Local Government and welfare organizations in Eersterust which was not clear if a partnership relationship existed between both Local Government and welfare organizations. Qualitative research can be interpreted as a multi perspective between Local Government and welfare organizations in terms of the meaning that Local Government and welfare organizations attach to it (De Vos et. al. 2004:240).

The researcher conducted face to face interviews with the nineteen managers or their representatives of the welfare organizations. An appreciative approach was used in Appreciative Inquiry as a tool to gain more information on the topic and to gain the trust of the participants and to show appreciation.

Attention was given to the ethical considerations which were appropriate for this study. In Chapter 2 the researcher did a literature study on the relationship between Local Government and welfare organizations in addressing welfare needs of the community. The following topics were discussed in this chapter:

- The relationship between Local Government and welfare organizations.
- Existing communication structures i.e. ward committees and forums to encourage communication between Local Government and welfare organizations.
- Decentralization of welfare services in South Africa.
- Local Government services.
- The Voluntary sector and social welfare.
- The relationship between Local Government and welfare organizations in the partnership between Local Government and welfare organizations.

In Chapter 3 the findings arrived at, after collecting the data by means of face to face interviews using an interview schedule and a tape recorder with the nineteen managers or their representatives were fully discussed in this chapter. A community profile of the Eersterust community were compiled together with information on the existing welfare organizations. A map of Tshwane and a map of ward 43 indicating the welfare organizations in Eersterust were included in this chapter. The demographic data of the participants were outlined in chapter 3. The data were reported on extensively according to the six themes with sub-themes. The conclusions and the recommendations that the researcher arrived at are discussed in the next section.

4.3 Conclusions about the research findings

The researcher came to the following conclusions with regards to the research findings:

- Welfare organizations i.e. NGOs, CBOs, and Faith based organizations are rendering welfare services since the 19th century, they have an important role to play and help Local Government with services that Local Government can't render.
- The purpose of the partnership relationship between Local Government and welfare organizations is to reduce the dependence of communities (refer chapter 2:2.5) on partnerships, both Local

Government and community organizations does not relate to each other in a partnership relationship.

- The White Paper for Social Welfare (Act 18166/1997) states that local authorities would be encouraged to make provision for the development of infrastructure and facilities for services, such as electricity, water, sanitation, transport, recreation facilities, economic development projects and job creation programmes. Heightened the expectations of welfare organizations the promises remain on paper and are not yet implemented.
- The (White Paper for Social Welfare Act 18166/1977) states that welfare policies and programmes will be developed with the community organizations the private sector and Government. The Local Government of Tshwane has policies and bylaws in relation to welfare organizations in Eersterust but the implementation of the policies and bylaws have not realized. From my observations as resident it seems as if the developments of those partnerships are not regarded as a priority by ward councillors.
- Coloureds experienced racial discrimination and hardship under the previous political dispensation of the National Party, (refer chapter 3:3.3.1.4) from the profile of Eersterust it is evident that there has not been much improvement in the rendering of services by Local Government to helping welfare organizations in the community to enable them to render effective and efficient services.
- With the help of influential people and contacts in Local Government is it possible for certain organizations to render services in the community. However there are still many organizations who do not know how to access services and what type of services to expect in Local Government.
- There are some positive experiences that welfare organizations have in relation with Local Government in Tshwane e.g. help with accommodation (refer chapter 3:3.13).

- Welfare organizations have certain needs and expectations in relation to Local Government in Tshwane and don't know which channels to follow to communicate these needs and expectations (refer chapter 3:3.10).
- The existing means of communication namely through the ward councillor does not work well. Welfare organizations lack trust in the councillor (refer chapter 3:3.6.1). Communication between the ward councillor and the welfare organizations is poor (refer chapter 3:3.7.5) The Mayoral Imbizo arranged by the ward councillor on 31 January 2008 was poorly attended by the community and community organizations.
- The manager of Health and Social Development Department stated that it advertises their services to the community and the organizations who respond to these advertisements are those which are helped on a "request" basis. Many welfare organizations in Eersterust are not aware of the Health and Social Development Department. This is an indication that the Health and Social Development Department is also not aware of the needs and expectations of welfare organizations in Eersterust as they only communicate with the welfare organizations who contact them when they have needs.
- The Health and Social Development Department has established a forum called Tshwane Health and Developmental Social Welfare forum (refer chapter 2:2.2.2) but this forum does not seem to operate in Eersterust.

4.4 Recommendations

- With regard to welfare organizations in Eersterust Local Government in Tshwane should reach out to make contact to build a partnership relationship as proposed in the White Paper for Social Welfare 1997 Sec18. A genuine partnership between Local Government and welfare organization is necessary to tackle mutually agreed upon problems in the community, coupled with energetic but

constructive debate on areas of disagreement. Davids et. al. (2005:64) al. (1998:64) refers to partnership as one of the core characteristics of good governance. Henderson and Thomas (2001:209) states that partnership requires community involvement.

- Policies must be implemented and executed e.g. municipal bylaws so that Local Government can give a clear message to welfare organizations with regards to what their current role entails and what Local Government expects from welfare organizations.
- In relation to welfare organizations Local Government in Tshwane should implement proper efficient mechanisms and communication structures to enable welfare organizations to access services and resources. The current communication channels are not clear, though some organizations gain access through personal contacts in Local Government, while other organizations remain in the dark e.g. about the existing communication structures such as ward committees and the Tshwane Health and Developmental Social Welfare forum.
- Changes need to be made so that the ward councillor and the ward committee should be seen as an existing communication structure. The ward councillor should be seen as the mouth piece between Local Government and welfare organizations. Currently the councillor is seen as a threat to the welfare organizations being part of the frustrations welfare organizations experience in gaining access to Local Government. This communication structure should be revised by Local Government in relation to welfare organizations in Eersterust in order to become more effective.
- The social worker employed by the Health and Social Welfare Department to render services to Eersterust should be relocated to Eersterust so that the community can have easy access to services and information about the services of the Health and Social Development Department.

- Welfare organizations must be afforded the opportunity to forward their needs and expectations to Local Government through the existing communication structures or through newly implemented structures identified by Local Government in Tshwane in relation to welfare organizations in Eersterust.
- Local Government in Tshwane should inform welfare organizations in Eersterust of its various departments and the services these departments render and how welfare organizations can benefit from these services e.g. via news letters, workshops, forums, road shows, Mayoral Imbizo's.
- In relation to welfare organizations Local Government in Tshwane should be transparent and consistent at all times. Welfare organizations in the community should be aware of Local Governments' role in enabling them to render services in the community in an effective and efficient manner. All the welfare organizations in the community should be treated equally and receive the same benefits.
- A process of coordination and facilitation is necessary, but in relation to welfare organizations Local Government in Tshwane should foster the process, not to dominate it. The Health and Social Development department in Tshwane should reach out to welfare organizations in Eersterust and not wait for organizations to come to them with their ad hoc needs.
- In relation to welfare organizations in Eersterust Local Government in Tshwane should be the entity that brings all the role players in the community together on a regular basis.

A copy of the research document will be submitted to the Department of Health and Social Welfare of Tshwane. It could help to strengthen the relationship between Local Government and welfare organizations in the Eersterust community enabling it to develop into a true partnership relationship.

4.5 CONCLUSION

The researcher is of the opinion that the intention and the objectives of the study as set out at the initial stages of the study were realized by means of the qualitative research that was undertaken. The researcher was able to explore on the relationship between Local Government and welfare organizations. Conclusions about the research findings were drawn. Recommendations as to how to improve the relationship to be one of partnership as proposed by policy were made. The researcher recommended that a copy of the research document be submitted to the Health and Social Welfare Department so that Local Government becomes aware of their relationship with welfare organizations and to implements its policies in this regard.

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APPENDIXES

APPENDIX 1 INTERVIEW SCHEDULE WELFARE ORGANIZATIONS

1. What makes your organization special or different from other social service/ welfare organizations in the community?

1. Wat maak hierdie organisasie spesiaal of anders teenoor ander welsyns organisasies in die gemeenskap ?

Or/Of

Can you describe the work that your organization does?

Kan u die werksaamhede van hierdie organisasie beskryf ?

2. What is your favorite memory of working here?

2. Wat is u beste herinnering wat u het vandat u werksaam is by hierdie organisasie?

3. Can you tell me about situations in which your organization and Local Government has worked well together?

3. Kan u my vertel van geleenthede waar hierdie organisasie en die plaaslike regering goed saam gewerk het?

4. According to White Paper for Social Welfare local authorities are be encouraged to make provision for the development of infrastructures and facilities for services, such as electricity, water sanitation , transport , recreation facilities economic development projects and job creation programmes. How has Local Government make these provisions for your organization?

4. Volgens die Witskrif vir Maatskaplike Dienste word die Plaaslike regering aangemoedig om voorsiening te maak vir die ontwikkeling van infrastruktuur en fasiliteite vir dienste , bv. elektrisiteit, water en sanitasie, vervoer, rekreasie fasiliteite, ekonomiese ontwikkelings projekte, asook werksskeppings programme. Hoe maak Plaaslike regering voorsiening vir u organisasie in hierdie verband?

5. With which department in Local Government do you engage in your service rendering, do you work through one specific department / or do you go to the various departments directly?

5. Is daar 'n spesifieke department of afdeling wat u mee skakel met die lewering van dienste / of het u vrye toegang deur enige department / afdeling direk te kontak?

6. In what ways does Local Government enable you in your service rendering?

6. Op watter wyse stel Plaaslike regering u instaat met die lewering van dienste?

7. How do you know how Local Government can assist or support you in your service rendering?

7. Hoe weet u hoe Plaaslike regering u organisasie kan bystaan in die lewering van dienste?

8. In what ways do you work in partnerships? What is each one's role?

8. Op watter wyse werk julle saam as 'n vennootskap? Wat is elkeen se rol?

9. How have decentralization of services of government to Local Government affected your organization?

9. Hoe affekteer desentralisasie van dienste van die staatsdiens na Plaaslike regering u organisasie?

10. According to Thomas (1992) in Swanepoel and De Beer NGOs are likely to relate in one of three ways e.g.

a) Complementing the state: This entails that an NGO participates with the state in providing services which the state would otherwise not be able to provide. The NGO therefore becomes an instrument of Government policy implementation.

b) Opposing the state: An NGO can oppose the state directly or through various pressure groups in an effort to engage government with regard to its policies with the NGO and the community might feel are adversely affecting them.

c) Reforming the state: NGOs can represent interest groups that are working at grassroots level and negotiate with government to improve government policies.

How would you describe the way that your organization relates to Local Government?

What was it like in the past and how has it changed?

10. Volgens Thomas(1992) in Swanepoel en Debeer is Vrywillige organisasies geneig om op drie verskillende maniere op te tree naamlik.

a)Komplimenteer die staat: Dit beteken dat Vrywillige organisasies in samewerking met die staat dienste lewer wat die staat nie kan lewer nie .

b) Teekanting teen die staat: Vrywillige organisasies kan die staat direk teegaan deur gebruik te maak van verskillende druksgroepe in 'n poging om die staat te verbind met hulle beleid tov vrywillige organisasies ,die gemeenskap mag dus geraak voel hierdeur.

c) Hervorming van die staat: Vrywillige groepe mag dus groepe verteenwoordig wat op grondvlak werk en wat met die staat onderhandel om hulle beleid te verbeter .

Hoe sal u die wyse waarop hierdie organisasie met die plaaslike regering skakel beskryf?

Hoe was dit in die verlede , hoe het dit verander?

11. What changes would you make to these questions?

11. Watter veranderinge sou u maak t.o.v. die vrae?

12. How would you describe a healthy or ideal Local Government NGO relationship?

12. Hoe sou u 'n gesonde of ideale plaaslike regering en vrywillige organoïsasie verhouding beskryf?

13. What can be done to work towards this?

13. Watter pogings kan aangewend word om na so 'n verhouding te strewe?

APPENDIX 2 INTERVIEW SCHEDULE LOCAL GOVERNMENT

1. Can you give examples where you and welfare organizations have worked well together?
2. Can you tell me about the services that the Health and Social Development Department are rendering regarding welfare Organizations?
3. How would you define your role as Local Government specifically the Health and Social Development Department?
4. Can you tell me about your relationship with the welfare organizations in the Eersterust community?
- 5.a) How would you describe your relationship?
- b) In what ways is your relationship as a partnership?
- 6.a) What might welfare organizations expect of Local Government?
- b) What expectations do you think they have of Local Government?
7. What part of your work do you think welfare organizations value most?
8. How do you know that you are doing a good job regarding welfare organizations?
9. How has the role of Local Government changed regarding welfare organizations according to the history in the past, and presently?
10. How would you describe the changes regarding the relationship between you and Local Government?
11. If you were granted the opportunity to change the way things are between Local Government and welfare organizations where would you start, and why?
12. Do you think welfare organizations are experiencing any difficulties in rendering their services?
13. Do local organizations work through your department to other departments or link directly?

